NCS Handbook 3-1-2

July 9, 1990

Telecommunications Operations

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

FOR

NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP)

SERVICE VENDOR HANDBOOK

NATIONAL COMMUNICATIONS SYSTEM
Washington, D.C. 20305-2010

NATIONAL COMMUNICATIONS SYSTEM
Washington, D. C. 20305-2010

NCS Handbook 3-1-2

TELECOMMUNICATION OPERATIONS

Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP)

1. Purpose. The enclosed Service Vendor Handbook provides service vendors with the necessary information to comply with TSP System requirements.

2. Applicability. This handbook applies to all telecommunication service vendors involved in the provisioning or restoration of NSEP telecommunication services. This handbook, however, is not applicable to the provisioning or restoration of customer premises equipment (CPE) or customer premises wiring (CPW). Service users or contracting activities requiring priority treatment of CPE and/or CPW from service vendors will separately obtain such treatment through proper contractual mechanisms. Service vendor responsibilities will be as specified in such contractual provisions.

3. Authority. This handbook is issued by the Manager, National Communications System with the approval of the Federal Communications Commission (FCC) under the authority of Title 47, Code of Federal Regulations (CFR), Part 64, Appendix A, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP)" and NCS Directive (NCSD) 3-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP)," July 5, 1990.

4. References.

a. Title 47 CFR, Part 64, Appendix A, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP)."

b. NCS Directive 3-1, " Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP)."

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c. NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual."

d. "NSEP Telecommunications Procedures Manual," September 1, 1987 (superseded).

5. Responsibilities. The FCC provides regulatory oversight of the TSP System, enforces its rules and regulations, and provides the final approval and appeal authority for TSP assignments. The Director, Office of Science and Technology Policy (OSTP) (while the President's war emergency powers are in effect) acts as the final approval and appeal authority for TSP assignments and provides oversight of Executive branch activities regarding the TSP System. On behalf of the Executive Office of the President, the Manager, National Communications System (NCS) serves as the administrator of the TSP System.

A telecommunications service vendor providing a telecommunications service with a TSP assignment will ensure that the procedures for provisioning or restoration of TSP services as directed by the FCC are implemented within their company.

6. Procedures. Proposed changes to this handbook may be submitted to the Manager, National Communications System Attn: TSP Program Office for consideration. Revisions to this handbook will be issued by the Manager, NCS in coordination with the FCC.

7. Effective Date. This handbook is effective immediately.

8. Expiration Date. This handbook is effective until superseded or cancelled.

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Enclosure:
Service Vendor Handbook

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1.0 INTRODUCTION

The Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) has been developed to ensure priority treatment to our nation's most important telecommunication services. Under the rules of the TSP System, telecommunication service vendors are both authorized and required, when necessary, to provision and restore those telecommunication services with TSP assignments before services without such assignments.

Only services that qualify as NSEP are eligible for TSP assignments. The Federal Communications Commission (FCC) defines NSEP services as those "telecommunication services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States."

Eligibility for a TSP assignment is not limited to Federal government services. State, local, and foreign governments may have telecommunication services that qualify as NSEP, and certain private industry telecommunication services may qualify as well. Only a small percentage of telecommunication services satisfy the NSEP definition and meet TSP System criteria. The TSP System provides strict guidelines for determining eligibility for a TSP assignment.

The TSP System establishes priority levels for both provisioning and restoration of NSEP telecommunication services. These priority levels are the basis for TSP assignments that are provided to telecommunication service vendors. The service vendors then use the TSP assignments to guide them on the sequence in which they are to respond to provisioning and restoration requirements: as a general rule, services with TSP assignments must, when necessary, be worked before other services, and TSP services should be worked in the order of their priority level assignments.

An important feature of the TSP System is that all requests for TSP assignments are centrally processed by, and information on TSP services is maintained by, the Manager, National Communications System (NCS). Service vendors will recognize a TSP service by the TSP Authorization Code that is provided on a service order. The TSP Authorization Code signifies that the service is necessary to support an NSEP function and that the user of that service has requested and been assigned a priority for the service by the Manager, NCS under the authority of the FCC.

Although service vendor personnel may have no first-hand knowledge of the importance of a given telecommunications service, the presence of a TSP assignment signifies that it is indeed a vital service; that whether it serves a local, state, national, or international requirement, it supports the nation's NSEP requirements; and that it is in the public's best interest to have that TSP service provisioned or restored before other services.

A Restoration Priority (RP) System has been in place for many years. As the TSP System is phased in, the RP System will be phased out. RP circuits will not automatically be assigned priorities within the TSP System. Service users with RP circuits must submit and justify requests for TSP assignments for them. (Appendix F, Transition from the Restoration Priority System to the TSP System, provides further details of the transition period.)

1.1 AUTHORITY FOR THIS DOCUMENT

The Federal Communications Commission (FCC) issued a Report and Order (FCC 88-341) on November 17, 1988 (hereinafter called "the FCC's TSP System rules") establishing the TSP System for NSEP as an amendment to Part 64 of the Commission's Rules and Regulations (Chapter I of Title 47 of the Code of Federal Regulations, Part 64).

As specified in the FCC's TSP System rules, the FCC provides regulatory oversight of the TSP System, enforces its rules and regulations, and provides the approval and appeal authority for TSP assignments. The Executive Office of the President (EOP) serves as the administrator of the TSP System. In National Communications System Directive (NCSD) 3-1, the EOP, in turn, has directed the Manager, NCS to act on behalf of the EOP in administering the TSP System.

Under the FCC's TSP System rules, the EOP may issue procedures, subject to FCC review, that are supplemental to and consistent with the FCC's TSP System rules regarding operation and use of the TSP System. To that end, this handbook has been developed. This handbook supplements but does not supplant the FCC's TSP System rules. This handbook has itself been approved by the FCC by a declaratory ruling on December 1, 1989. The content of this handbook provides guidance to any telecommunications service vendor that provides a TSP service.

1.2 PURPOSE AND OBJECTIVES OF THIS DOCUMENT

In the interest of a uniform, responsive, and well-maintained system serving the nation's NSEP telecommunication requirements, the TSP System establishes certain requirements for service vendors. To that end, the purpose of this handbook is to provide operational details of the TSP System, without straying into implementation details that are properly internal to each company.

There are three objectives in presenting this Service Vendor Handbook:

- To provide the necessary information for service vendors to comply with TSP System requirements

- To provide a standard basis for the development of policies, methods, procedures, and training within each company

- To provide information for the development of service vendors' systems necessary to meet TSP System reporting requirements.

The FCC retains final authority regarding interpretations of any information contained in this handbook that impinges on the FCC's TSP System rules. In the event of contradictions between information contained in this handbook and the FCC's TSP System rules, the FCC's TSP System rules will prevail.

This handbook applies to all telecommunication service vendors involved in the provisioning or restoration of NSEP telecommunication services. This handbook, however, is not applicable to the provisioning or restoration of customer premises equipment (CPE) or customer premises wiring (CPW). Service users or contracting activities requiring priority treatment of CPE and/or CPW from vendors will separately obtain such treatment through proper contractual mechanisms. Vendor responsibilities will be as specified in such contractual provisions.

1.3 TERMINOLOGY

The FCC's TSP System rules establish the Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) and reference the NSEP TSP System. The FCC's TSP System rules also refer to NSEP services. For ease of presentation, however, this document generally refers to the "TSP System" and "TSP services."

As stated in section 1.1, Authority for this Document, NCSD 3-1 directs the Manager, NCS to administer the TSP System on behalf of the EOP. In turn, the Manager, NCS has established a TSP Program Office to administer the TSP System on a day-to-day basis. The TSP Program Office will be referenced throughout this document as the operational contact for the Manager, NCS. In most cases the TSP Program Office acts in the name of the Manager, NCS. However, for those responsibilities where authority is not delegated to the TSP Program Office, the Manager, NCS will be referenced. All contact with the Manager, NCS should be through the TSP Program Office.

A "TSP Coordinator" refers to a point-of-contact within a company who coordinates TSP System issues with the TSP Program Office and with other service vendors. Although companies are not obligated to designate a TSP Coordinator, the telecommunications industry task force that assisted with development of the TSP System recommended that service vendors establish this position.

A "prime service vendor" is defined as a service vendor who contracts directly with a service user or the user's contracting activity to provide all or a portion of a TSP service. A prime service vendor may subcontract a portion of the service to other service vendors (i.e., subcontractors). A typical example is an interexchange carrier contracting to provide a service, then subcontracting the local loop portions to local exchange carriers.

An "authorized invocation official" refers to an individual authorized to invoke NSEP treatment. Authorized invocation officials include: the head or director of a Federal agency, commander of a unified/specified military command, chief of a military service, or commander of a major military command; the delegates of any of the foregoing; or any other officials as specified in supplemental procedures issued by the Manager, NCS on behalf of the Executive Office of the President. (NOTE: the only such officials currently specified are State Governors.) Delegates may only include a general or flag officer of a military service, civilian employee of equivalent grade (e.g., Senior Executive Service member), Federal Coordinating Officer or Federal Emergency Communications Coordinator/Manager, or any other such officials (Federal or Non-Federal) specified in supplemental procedures issued by the Manager, NCS on behalf of the Executive Office of the President. Delegates must be designated as such in writing.

"Invoking NSEP treatment" refers to notification from an authorized invocation official to a service vendor that a TSP service is so vital that it must be expeditiously provisioned, and that the authorized invocation official is authorizing the expenditures necessary to pay the additional charges, if any, of meeting that early service due date. This invocation is conveyed to the service vendor by means of a service order which contains a provisioning priority in the TSP Authorization Code assigned by the TSP Program Office (see section 2.4, TSP Authorization Code). The service vendor is then required to respond to that invocation expeditiously, making their best effort to meet the authorized invocation official's provisioning requirement. Details of invocation are included in sections 4.3, Priority Provisioning of Essential TSP Services, and 4.4, Priority Provisioning of Emergency TSP Services.

Other TSP System definitions are contained in Appendix A, Glossary.

2.0 TSP SYSTEM OVERVIEW

The TSP System is the regulatory, administrative, and operational system authorizing and providing for priority treatment (i.e., provisioning and restoration) of NSEP telecommunication services. As such, it establishes the framework for telecommunication service vendors to provision, restore, or otherwise act on a priority basis to ensure effective NSEP telecommunication services.

2.1 BACKGROUND

As a result of the FCC's TSP System rules, the existing RP System is being replaced with the TSP System. There were numerous reasons for replacing the RP System. These included the following:

- Priority provisioning of new NSEP services was not included in the RP System. The TSP System provides for both NSEP priority provisioning and restoration. The inclusion of provisioning priority was needed to ensure that service vendors could legally provide such treatment.

- The RP System was inadequate, as it applied only to the restoration of intercity private lines. The TSP System is designed to overcome this deficiency and to allow flexibility to incorporate changing technology.

- The administrative structure of the RP System was inadequate to assure accuracy of the records maintained by service users, service vendors, and the Manager, NCS. The TSP System is designed to correct this problem.

While replacement of the RP System was initiated by the Manager, NCS, the details of the proposed TSP System were developed by the Federal government with the advice and assistance of the TSP Task Force of the National Security Telecommunications Advisory Committee (NSTAC). The NSTAC, created in 1983 by President Reagan, is comprised of thirty Chief Executive Officers of leading firms within the telecommunications industry. The committee meets regularly to advise the President on technical and policy issues affecting NSEP telecommunications.

2.2 SCOPE OF THE TSP SYSTEM

As presented in Section 4 of the FCC's TSP System rules, the scope of the TSP System is the following:

Domestic NSEP Services. The TSP System established by the FCC's TSP System rules authorizes priority treatment to the following domestic telecommunication services (including portions of U.S. international telecommunication services provided by U. S. vendors) for which

provisioning or restoration priority levels are requested, assigned, and approved in accordance with the FCC's TSP System rules.

- Common carrier services which are:
  - Interstate or foreign telecommunications services
  - Intrastate telecommunication services inseparable from interstate or foreign telecommunications services, or intrastate telecommunication services to which priority levels are assigned pursuant to Section 9 (Assignment, Approval, Use and Invocation of Priority Levels) of the FCC's TSP System rules.

NOTE: Initially, the TSP System's applicability to public switched services is limited to (a) provisioning of such services (e.g., business, centrex, cellular, foreign exchange, Wide Area Telephone Service (WATS), and other services that the selected vendor is able to provision) and (b) restoration of services that the selected vendor is able to restore.

- Services which are provided by government and/or non-common carriers and are interconnected to common carrier services assigned a priority level pursuant to Section 9 of the FCC's TSP System rules.

Control Services and Orderwires. The TSP System established by the FCC's TSP System rules is not applicable to authorize priority treatment to control services or orderwires owned by a service vendor and needed for provisioning, restoration, or maintenance of other services owned by that service vendor. Such control services and orderwires shall have priority provisioning and restoration over all other telecommunication services (including TSP services) and shall be exempt from preemption. However, the TSP System established by the FCC's TSP System rules is applicable to control services or orderwires leased by a service vendor.

Other Services. The TSP System may apply at the discretion of and upon special arrangements by the TSP System users involved, to authorize priority treatment to the following telecommunication services:

- Government or non-common carrier services which are not connected to common carrier provided services assigned a priority level pursuant to Section 9 of the FCC's TSP System rules.

- Portions of U. S. international services which are provided by foreign correspondents. (U.S. telecommunication service vendors are encouraged to ensure that relevant operating arrangements are consistent to the maximum extent practicable with the TSP System. If such arrangements do not exist, U.S. telecommunication service vendors should handle service provisioning and/or

restoration in accordance with any system acceptable to their foreign correspondents which comes closest to meeting the procedures established in the FCC's TSP System rules.)

2.3 TSP SYSTEM PRIORITY LEVELS

The TSP System authorizes priority treatment of TSP services: priority provisioning, priority restoration, or both. Provisioning on a priority basis is necessary when a service user has a requirement for a new TSP service so urgent that it cannot await the service vendor's standard provisioning interval. Restoration on a priority basis is necessary for an existing TSP service because any interruption would have serious adverse impact upon the supported NSEP function.

The TSP System contains six levels of provisioning priority: E (highest), 1, 2, 3, 4, and 5 (lowest). These levels are assigned based on urgency and the nature of the NSEP function supported by the service. The TSP System also contains five levels of restoration priority: 1 (highest), 2, 3, 4, and 5 (lowest). These levels are assigned based on the NSEP function the service supports, and the impact on this NSEP function of a service interruption or outage. The priority treatment being requested by the service user is conveyed to the prime service vendor using the TSP Authorization Code. The final two characters of this 12-character code comprise the TSP Code. The first character of the TSP Code represents the assigned provisioning priority; the second represents the assigned restoration priority. (Section 2.4, TSP Authorization Code, provides further details.) Receipt of a provisioning priority from a service user or their contracting activity indicates that the service user has invoked NSEP treatment.

2.4 TSP AUTHORIZATION CODE

The TSP Authorization Code is a critical data element designated by the TSP Program Office. The TSP Authorization Code has two parts: the TSP Control Identifier (ID), a number generated by an NCS computer for tracking purposes; and the TSP Code, which represents the priority level assignment. Prime service vendors must maintain the complete 12-character TSP Authorization Code for each TSP service until they confirm completion of any TSP service order activity to the TSP Program Office.

Thereafter, prime service vendors and their subcontractors must maintain the TSP Code as long as it remains effective; the TSP Program Office does not require service vendors to maintain the complete TSP Authorization Code, but service vendors may choose to maintain it for their own record-keeping considerations.

A sample TSP Authorization Code follows:

TSP12345C-03

The TSP Control ID occupies positions one to nine of the TSP Authorization Code. In the above example it is represented by TSP12345C. The TSP Control ID has the following elements:

- The letters "TSP" always at the beginning
- A five-character alphanumeric sequence that is unique to each TSP Authorization Code
- A one-character alphanumeric check digit.

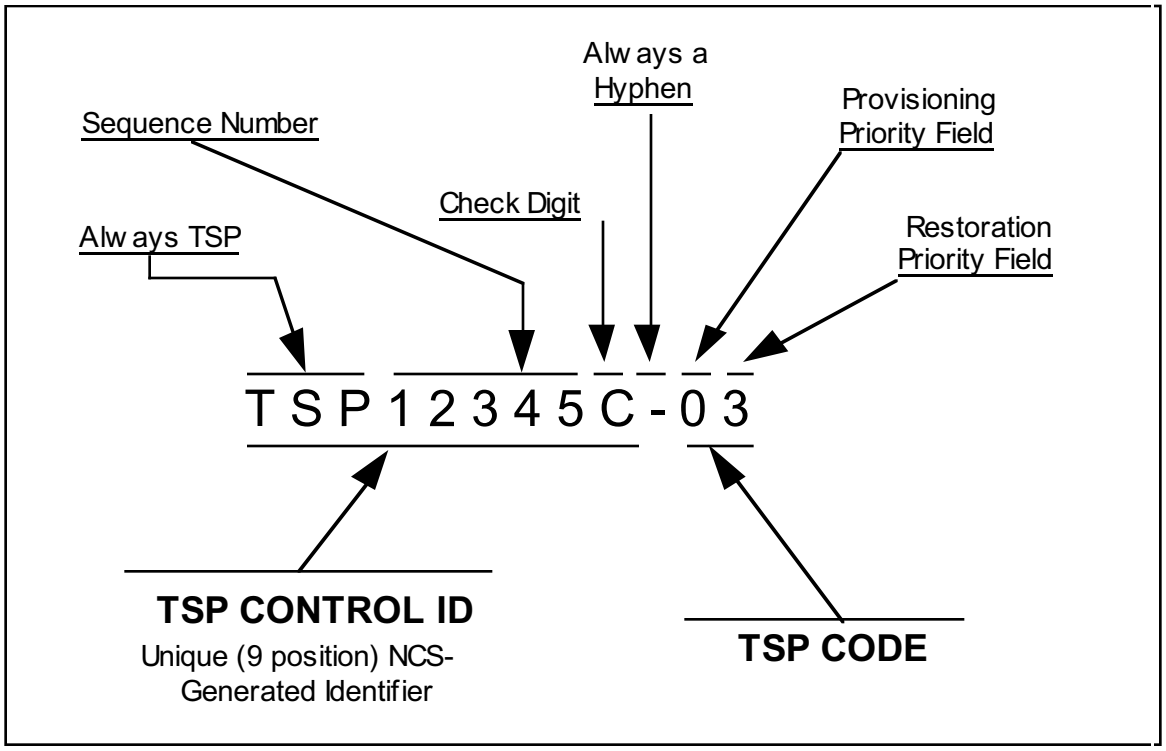
A dash always separates the TSP Control ID from the TSP Code (priority level assignment).

The TSP Code occupies positions 11 and 12 of the TSP Authorization Code. In the above example it is represented by 03. The TSP Code has the following two elements:

- The provisioning priority is the first character; acceptable values are: E, 1, 2, 3, 4, 5, or 0. NOTE: Any acceptable value other than "0" in the provisioning priority field signifies invocation of NSEP treatment. A "0" indicates no provisioning priority is assigned.
- The restoration priority is the second character; acceptable values are: 1, 2, 3, 4, 5, or 0. A "0" indicates no restoration priority is assigned.

The parts of a TSP Authorization Code are depicted in figure 2-1. The TSP Code (priority level assignment) must always consist of two characters. If a provisioning priority has been assigned, the service vendor must retain the provisioning priority until completion is confirmed to the TSP Program Office. Following confirmation, the service vendor may either retain the assigned value of the first character of the TSP Code—the provisioning priority—or set the value to "0." (Neither position of the TSP Code may be blank.) The service vendor must, however, maintain the assigned value of the second character of the TSP Code—the restoration priority—as long as it remains effective (i.e., until the priority is revoked or changed). A TSP Code of "00" on a service order will only be used to indicate revocation of an existing TSP Code.

FIGURE 2-1
TSP Authorization Code



2.5 RESPONSIBILITIES

Several organizations participate in the TSP System. Their full TSP System responsibilities are defined in Section 6 of the FCC's TSP System rules, but their key TSP System responsibilities are summarized here.

2.5.1 Federal Communications Commission (FCC)

In fulfilling its regulatory responsibility, the FCC will:

- Provide regulatory oversight of operation of the TSP System
- Enforce TSP System rules and regulations
- Act as the approval and appeal authority for TSP assignments.

2.5.2 Manager, National Communications System (NCS)

On behalf of the Executive Office of the President, the Manager, NCS will:

- Establish a TSP System Oversight Committee to identify and review problems associated with the TSP System and recommend necessary improvements
- Establish a TSP Program Office that will be responsible for the day-to-day operations of the TSP System, including the following:
  - Administer the TSP System
  - Assign or deny requests for TSP assignments
  - Maintain data on TSP assignments
  - Designate a 24-hour point-of-contact for receiving and responding to requests for Emergency TSP assignments
  - Ensure information is developed and available regarding the operation and use of the TSP System.

2.5.3 Telecommunication Service Vendors

A service vendor providing a telecommunications service with a TSP assignment will:

- Ensure that procedures for provisioning or restoration of TSP services are implemented within their companies
- Not disclose information concerning TSP services they provide to those not having a need-to-know or who might use this information for competitive advantage
- Designate 24-hour points-of-contact for receiving Emergency TSP service requests and reports that a TSP service is unusable or out of service
- Cooperate with other service vendors involved in the provisioning or restoration of TSP services
- Accept TSP assignments from service users or other service vendors, verifying such assignments with the TSP Program Office if there is any doubt as to their validity

- Provide TSP assignments to subcontractors and interconnecting carriers for TSP services jointly provided with the prime service vendor
- Preempt existing services as necessary and authorized to provision or restore any TSP service
- Confirm completion of TSP service order activity (when acting as a prime service vendor) to the TSP Program Office
- Cooperate with the TSP Program Office during reconciliation of TSP service information
- Initiate reconciliation of TSP service information with subcontractors providing TSP services jointly with the prime service vendor
- Receive compensation through tariffs or contracts.

2.5.4 Telecommunication Service Users

A service user with a requirement for a TSP service will:

- Request and justify, to the TSP Program Office, via a sponsoring agency when appropriate, a TSP assignment for a telecommunications service
- Ensure that TSP service orders include the TSP Authorization Code
- Convey any revision or revocation of TSP assignments to service vendors
- Prepare to accept and pay for priority service
- Alert service vendors if a TSP service fails.

3.0 TSP SERVICE USERS

A TSP service user is any individual or organization (including a service vendor) supported by a telecommunication service for which a TSP assignment has been requested or assigned pursuant to the FCC's TSP System rules. A prime service vendor will recognize a customer as a TSP service user by the presence of a TSP Authorization Code on a service order. A subcontractor will recognize an order for a TSP service by either a complete TSP Authorization Code or a two-digit TSP Code, as provided to them by the prime service vendor.

TSP service users are not limited to the Federal government. State, local, and foreign governments may have requirements that qualify as NSEP, and certain private industry telecommunication services may qualify as well. Only a relatively small percentage of telecommunication services satisfy the NSEP definition and meet TSP System criteria. The TSP System provides strict guidelines for determining eligibility for a TSP assignment. Rules regarding assignment, approval, use, and invocation of priority levels are designated in Section 9 of the FCC's TSP System rules. The TSP System criteria can be found in Section 12 of the FCC's TSP System rules, and further refinement is included in the TSP System Service User Manual. (Copies of the TSP System Service User Manual, NCS Manual 3-1-1, are available through the Government Printing Office.)

All telecommunication service users have equal access to the TSP System whether they are part of the Federal government, a state or local government, a foreign government, or a private entity. The TSP Program Office will assign priorities based on a single set of criteria. Service vendors, in turn, will provide priority treatment to TSP services under a single set of rules, regardless of who the service user may be.

3.1 FEDERAL GOVERNMENT USERS

Following the procedures set out in NCS Manual 3-1-1, Federal users with services that support NSEP functions will request TSP assignments directly from the TSP Program Office. Once the service user has received a TSP assignment, signified by a TSP Authorization Code, the service user or their contracting activity will include the TSP Authorization Code on the initial and all subsequent orders for that service.

3.2 NON-FEDERAL USERS

There is only one distinction in access to the TSP System between Federal users and other users of TSP services: requests for TSP assignments originating outside the Federal government must have Federal sponsors. After establishing the need for a TSP assignment and determining the priority level to be requested, a non-Federal user must seek a Federal organization to sponsor the request, rather than going directly to the TSP Program Office. (The reason for this additional step is that the TSP Program Office may not have sufficient knowledge to evaluate the non-Federal user's TSP assignment request, but the Federal organization that agrees to sponsor it

will.) The Federal organization will review the request and determine whether to sponsor it. If the Federal organization agrees to serve as a sponsor, it will forward the request to the TSP Program Office with a recommendation for disposition (i.e., a proposed priority level). When the TSP Program Office makes a TSP assignment, it is routed to the sponsor and then to the service user.

Service vendors will receive service orders for TSP services from a non-Federal service user or their contracting activity, just as for any other service. Normally there will be no interaction between the service vendor and the sponsor.

3.2.1 State and Local Governments

State and local governments may request TSP assignments for provisioning, restoration, or both. The Federal Emergency Management Agency (FEMA) will normally serve as the sponsor for such requests.

3.2.2 Foreign Governments

Foreign governments may seek TSP assignments on services that are wholly within U.S. jurisdiction and that support NSEP functions, or on those portions of international services that are provided by U.S. service vendors. The Departments of State or Defense will normally serve as the sponsors for such requests.

3.2.3 Private Industry

Private or quasi-government entities may determine that they have telecommunication services supporting NSEP functions and may want TSP assignments for those services. Any Federal organization may serve as sponsor for such requests, but normally the sponsor will be either an organization with whom the requestor has a contractual relationship supporting an NSEP function or an organization whose mission entails first-hand knowledge of the NSEP function.

4.0 PROVISIONING OF TSP SERVICES

Telecommunication services that are assigned priority levels within the TSP System are among the nation's most important NSEP telecommunication services. Service vendors, if they accept an order for a TSP service, will normally provision TSP services following their established procedures for providing new services within standard intervals. However, in some cases service users have requirements for provisioning of TSP services in less time than the service vendor's standard interval. This section highlights service vendor responsibilities regarding provisioning of TSP services under both circumstances.

4.1 SERVICE VENDORS' TSP SERVICE PROVISIONING RESPONSIBILITIES

Service vendors will receive requests for TSP services through service orders. A service vendor will recognize a TSP service order by the presence of a TSP Authorization Code. (Section 2.4, TSP Authorization Code, provides a complete description of the code.) The presence of a TSP Authorization Code on a service order indicates that the service satisfies an NSEP requirement.

To receive a TSP Authorization Code, a service user or their contracting activity will request a TSP assignment from the TSP Program Office. The TSP Program Office will evaluate the request and, based on the qualifications of the service, make a TSP assignment or deny the request. For each TSP service that is assigned a priority level, the TSP Program Office will assign a unique 12-character TSP Authorization Code. The priority level assignment (TSP Code) is contained in the TSP Authorization Code. TSP Authorization Codes are assigned only by the TSP Program Office.

After assigning the TSP Authorization Code, the TSP Program Office provides it to the service user or their contracting activity. The service user or their contracting activity, in turn, provides the TSP Authorization Code to the prime service vendor on the initial TSP service order and on all subsequent orders involving the TSP service. The TSP Program Office does not provide the TSP Authorization Code directly to the service vendor. This transfer is part of the normal contractual process that takes place between the service user or their contracting activity and the service vendor. Prime service vendors are not to accept from the service user initial TSP assignments, or subsequent orders involving TSP services, without the 12-character TSP Authorization Code.

In most cases, service users or their contracting activities will specify only a restoration priority on the TSP service order and there will be no need for provisioning priority. Occasionally, however, service users may not have been able to negotiate a mutually agreeable service due date and will require a TSP service to be provisioned in less time than the service vendor's standard interval for installation. In such cases, the service order will include a provisioning priority indicating that the service user is invoking NSEP treatment.

When necessary and properly authorized, invocation of NSEP treatment requires the service vendor to make their best effort to provide TSP services assigned provisioning priorities 1-5 (Essential TSP services) by the service user's requested due date. Services assigned an "E" provisioning priority (Emergency TSP services) are required to be provisioned as soon as possible. Service vendors are authorized to receive compensation for priority provisioning through properly filed state or federal tariffs, or applicable portions of properly negotiated contracts (if the service vendor is not required to file tariffs). (Provisioning priorities are explained in detail in sections 4.3, Priority Provisioning of Essential TSP Services, and 4.4, Priority Provisioning of Emergency TSP Services.)

Service vendors may, during certain emergencies, receive TSP assignments verbally. In these cases, written service orders should follow within two working days. If prime service vendors do not receive the written service order within two working days, they may contact the TSP Program Office. Prime service vendors should accept a TSP assignment only if the service order (or verbal request) includes a TSP Authorization Code. The only condition under which a prime service vendor is authorized to accept a TSP assignment without a TSP Authorization Code is when the service user or their contracting activity asserts they are unable to communicate with either the TSP Program Office or the FCC. Service vendors may attempt to contact the TSP Program Office for verification. (Contact information is contained in Appendix B.)

Prime service vendors who subcontract portions of TSP services are required to convey the TSP assignment to subcontractors and interconnecting carriers, as well as to maintain the TSP assignment in their own records. Although prime service vendors are not required to convey the complete 12-character TSP Authorization Code to subcontractors or interconnecting carriers, prime service vendors are encouraged to do so. (Service vendors should refer to internal procedures and industry guidelines regarding TSP service information transfer between prime service vendors and subcontractors.) In the event the TSP assignment is changed or revoked through a subsequent service order, the prime service vendor will convey these changes to subcontractors and interconnecting carriers, as well as adjust their own records.

Service vendors will cooperate with other service vendors involved in provisioning a TSP service by honoring requests for assistance. Additionally, all service vendors, specifically including resale carriers, will ensure that service vendors supplying the underlying facilities are provided the information necessary to implement priority treatment of facilities that support TSP services. For instance, a service vendor providing a TSP service to a service user via leased facilities must inform the vendor who owns the facilities of the priority service carried on those facilities.

In the event of problems regarding TSP services, service vendors and service users or their contracting activities should first attempt to determine solutions among themselves. However, any conflicts which cannot be resolved to the mutual satisfaction of service vendors and service users or their contracting activities should be referred to the TSP Program Office. Service vendors should also refer to their internal escalation procedures and industry guidelines.

Within 45 calendar days of completing a TSP service order, prime service vendors are required to provide confirmation information to the TSP Program Office. (See section 6.1, Confirmation of Completion of TSP Service Order Activity.) This requirement is in addition to the normal service vendor business practice of reporting completion of a service order back to the service user or their contracting activity. This confirmation information serves to verify that the TSP assignment the service vendor recorded matches the TSP assignment the TSP Program Office assigned.

The service vendor may verify provisioning priority assignments with the TSP Program Office. However, service vendors (both prime service vendors and subcontractors) may not delay provisioning of an Emergency TSP service for verification purposes. When the service vendor receives a provisioning priority on a service order (i.e., the service user has invoked NSEP treatment), the service vendor should receive the name of the authorized invocation official from the service user or their contracting activity. The service vendor may then verify with the TSP Program Office that the invocation official identified by the service user or their contracting activity has indeed been granted the authority to invoke NSEP treatment. As an additional verification, the service vendor may contact the authorized invocation official to confirm that the invocation is valid. (See section 6.2, Verification of TSP Assignments.)

4.2 STANDARD PROVISIONING OF TSP SERVICES

Service vendors are not required or authorized to provide priority treatment to provision TSP services that have no provisioning priority (i.e., "0" is the first character of the TSP Code). In accepting a TSP service order with no provisioning priority, the service vendor has no special obligations for provisioning, and should follow normal procedures to provide the service by the service user's requested service due date.

4.3 PRIORITY PROVISIONING OF ESSENTIAL TSP SERVICES

On occasion, service vendors may determine that the service user's requested service due date for a TSP service cannot be met by using their normal procedures. In these cases, service vendors will attempt to provide an alternate service due date that is acceptable to the service user or their contracting activity and that the service vendor can meet without extraordinary action. Service vendors and service users or their contracting activities are encouraged to explore and exhaust alternative approaches to meet the service user's requested, or negotiated, service due date before priority provisioning is initiated.

If the service user still requires the service within a shorter interval than normal service vendor provisioning procedures can accommodate, the service user may elect to invoke NSEP treatment and obtain a provisioning priority assignment from the TSP Program Office. The FCC's TSP System rules address invocation in Section 9. Additionally, the NCS Manual (NCSM) 3-1-1, "Telecommunications Service Priority (TSP) for National Security Emergency Preparedness (NSEP) Service User Manual," in accordance with the FCC's TSP System rules, prescribes

specific conditions which warrant invocation of NSEP treatment and limits the practice to clearly defined situations.

When the service user invokes NSEP treatment, the prime service vendor will receive a supplemental or amended service order identifying a provisioning priority for the TSP service. The prime service vendor may accept verbal notification of the invocation; however, the service user must provide written confirmation within two working days.

NOTE: Occasionally, the service user or their contracting activity will provide a provisioning priority on the initial TSP service order. In that situation, the service user has determined, through informal negotiations with the service vendor before issuing a service order, that a TSP service cannot be provided by the service user's requested service due date without invoking NSEP treatment.

As soon as the prime service vendor receives the invocation (i.e., the provisioning priority), the prime service vendor will make their best effort to meet the requested service due date. By passing a provisioning priority to the prime service vendor, the service user is immediately liable to pay the prime service vendor any authorized costs associated with provisioning the service within a shorter than standard interval.

Essential TSP service provisioning priority levels (i.e., 1, 2, 3, 4, or 5) are requirements by which the service vendor is to adjust their resources to meet the service due date. A TSP service provisioning priority does not imply any actual lead time or a specific interval. The service vendor will make their best effort to provide a TSP service by the service due date. When a service vendor receives multiple TSP service orders assigned the same service due date, and when resource constraints prevent the service vendor from providing all the services on time - the service vendor will provide TSP services in order of the provisioning priority assignment. In that case, the service vendor will provision TSP services assigned a provisioning priority of 1 first, then TSP services assigned a provisioning priority of 2, then TSP services assigned a provisioning priority of 3, and so forth. TSP services which are assigned the same provisioning priority and the same service due date will be provisioned in the order the service vendor received the service request: i.e., first in, first out.

The service vendor will use their best judgment to allocate resources within the particular circumstance to ensure their best effort to provide TSP services assigned provisioning priorities on the requested service due dates. For instance, the service vendor is not obligated to suspend work in progress to provision a TSP service assigned a provisioning priority of 5 just to commence work to provision a TSP service assigned a provisioning priority of 1; however, the service vendor is free to do so if necessary to meet the required service due date for the TSP service assigned a provisioning priority of 1. If an Essential TSP service due date is missed, the service vendor should first contact the service user for direction. If a mutually acceptable solution cannot be reached, the service vendor may contact the TSP Program Office for assistance. (See Appendix B for TSP Program Office contact information.)

4.4 PRIORITY PROVISIONING OF EMERGENCY TSP SERVICES

A service user with a critical need for a new TSP service will obtain an Emergency (E) provisioning priority from the TSP Program Office and invoke NSEP treatment. An E provisioning priority is used only for those services so critical that they must be provisioned at the earliest possible time, without regard to the cost to the service user to obtain them. E provisioning priorities are reserved for the most critical provisioning requirements, and service vendors are required to treat them accordingly.

Service vendors are required to provide 24-hour points-of-contact for receiving Emergency provisioning requests. When service vendors receive an E provisioning priority, they will take immediate action to provide the service at the earliest possible date. Service vendors will allocate resources necessary to provide Emergency TSP services as soon as possible, including dispatching outside of normal business hours.

Service vendors may accept verbal notification of an E, although the service user must submit written confirmation to the service vendor within two working days. Prime service vendors are not required to accept invocation of Emergency provisioning without the accompanying TSP Authorization Code and the name, title, and phone number of the authorized invocation official, unless the service user or their contracting activity asserts they are unable to communicate with either the TSP Program Office or the FCC.

Service vendors are required, by the FCC's TSP System rules, to provision Emergency TSP services (i.e., those with E provisioning priorities) before any other TSP or non-TSP service. Emergency provisioning requests will take priority over Essential TSP service provisioning requests. Service vendors will provision services assigned E provisioning priorities first; then Essential TSP services assigned provisioning priority 1; then Essential TSP services assigned provisioning priority 2; and so forth, subject to the due date requirements outlined in section 4.3. If a service vendor receives more than one Emergency TSP service request from different service users, the service vendor will provision them in order of receipt. However, if one service user submits multiple Emergency TSP service requests, the service user may specify the sequence of provisioning.

If service vendors question the E provisioning priority, they may contact the TSP Program Office via telephone - 24 hours a day, seven days a week - to verify the TSP Authorization Code and to confirm the identity of the authorized invocation official. Service vendors may also contact the authorized invocation official directly to confirm that the invocation is valid. However, service vendors will not delay provisioning of Emergency TSP services for verification purposes. (See section 6.2, Verification of TSP Assignments.) The service user, by passing the provisioning priority to the service vendor, is liable for costs incurred by the service vendor to provision the service on an expedited basis.

4.5 PREEMPTION TO PROVISION TSP SERVICES

Service vendors are authorized by the FCC's TSP System rules to preempt existing services to provision Essential TSP services which are assigned provisioning priorities and Emergency TSP services when, in their best judgment, preemption is necessary. Prior consent of the service user whose service will be preempted is not required. However, the service vendor will make their best effort to notify the user of the preempted service and state the reason for and estimated duration of the preemption.

When the service vendor determines that preemption is necessary (e.g., no spare services are available), non-TSP services may be preempted. After ensuring a sufficient number of public switched services are available for public use, based on the service vendor's best judgment, such services may be used to satisfy a requirement for provisioning TSP services. If no suitable spare or non-TSP services are available, the service vendor may preempt an existing TSP service to provision a TSP service with a higher priority level assignment. When this action is necessary, the service vendor will select TSP services for preemption in the inverse order of priority assignment.

5.0 RESTORATION OF TSP SERVICES

Telecommunication services that are assigned priority levels within the TSP System are among the nation's most important NSEP telecommunication services. With certain exceptions, service vendors are required by the FCC's TSP System rules to restore TSP services with restoration priority assignments before telecommunication services without restoration priority assignments. Any interruption of TSP services will have a serious adverse impact on the NSEP functions these services support.

This section delineates service vendors' responsibilities; highlights the method by which service vendors will receive restoration priority assignments; and presents guidelines for service vendors to follow to provide priority restoration of TSP services.

5.1 SERVICE VENDORS' TSP SERVICE RESTORATION RESPONSIBILITIES

Service vendors are required to restore TSP services with restoration priority assignments before telecommunication services without restoration priority assignments. However, control services and orderwires which are wholly owned and operated by a service vendor and crucial to the operation of that service vendor network are exempted from this requirement. (See section 9.1, Exempt Control Services and Orderwires.)

A service vendor who accepts TSP service orders is required to provide 24-hour points-of-contact to receive reports of TSP service outages from service users. This need not be a single dedicated point-of-contact for TSP service outages and may, in fact, be the contact to whom service outages would normally be reported. When service vendors recognize that a TSP service is out of service, unusable, or they receive a trouble report, they will allocate available resources to restore the service as quickly as practicable. Service vendors will dispatch outside normal business hours if necessary to restore TSP services assigned a restoration priority of 1, 2, or 3. Service vendors are required to dispatch outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away.

5.2 SERVICE VENDORS' RECEIPT OF RESTORATION PRIORITIES

Service vendors will receive restoration priority assignments on initial requests to establish TSP services or through subsequent TSP service order activity. Service users or their contracting activities will request a TSP assignment from the TSP Program Office. The TSP Program Office will evaluate the request and, based on the qualifications of the service, make a TSP assignment or deny the request. For each TSP service that is assigned a priority level, the TSP Program Office will assign a unique 12-character TSP Authorization Code. The restoration priority is the 12th character of the TSP Authorization Code and is also the second character in the two-character TSP Code. (See section 2.4, TSP Authorization Code, for more information.)

After being assigned a TSP Authorization Code for their service, the service user or their contracting activity will transmit the TSP Authorization Code to the prime service vendor on the service order. The TSP Program Office does not give the TSP Authorization Code directly to the prime service vendor. This transfer is part of the normal contractual process that takes place between the service user or their contracting activity and the prime service vendor. Prime service vendors are not to accept initial TSP assignments, or subsequent orders involving TSP services, without the 12-character TSP Authorization Code. However, in the event the service user or their contracting activity assert they cannot communicate with either the TSP Program Office or the FCC, the service order may be accepted. Service vendors may attempt to contact the TSP Program Office for verification. (Contact information is contained in Appendix B.)

5 .3 RELATIONSHIPS BETWEEN SERVICE VENDORS

Prime service vendors who subcontract portions of TSP services are required to convey the TSP assignment to subcontractors and interconnecting carriers. Although prime service vendors are not required to convey the complete 12-character TSP Authorization Code to subcontractors and interconnecting carriers, prime service vendors are encouraged to do so. Subcontractors will accept and honor the TSP assignment supplied by the prime service vendor. (Service vendors should refer to internal procedures and industry guidelines regarding transfer of TSP service information between prime service vendors and their subcontractors and interconnecting carriers.) Service vendors will cooperate with other service vendors involved in restoring a TSP service by honoring requests for restoration assistance. Additionally, all service vendors, specifically including resale carriers, will ensure that service vendors supplying the underlying facilities are provided the information necessary to implement priority treatment of facilities that support TSP services.

If there is a discrepancy between the records of the prime service vendor and the subcontractor, the subcontractor will accept the restoration priority supplied by the prime service vendor while restoring the service. The prime service vendor is responsible for verifying the restoration priority assigned by the TSP Program Office and ensuring that the information is correctly recorded by both the prime service vendor and their subcontractor. (See section 6.2, Verification of TSP Assignments.)

5.4 ORDER OF RESTORATION

TSP services will be restored in order of restoration priority level: i.e., TSP services assigned a restoration priority of 1 will be restored first; then TSP services assigned a restoration priority of 2 will be restored; then TSP services assigned a restoration priority of 3; then TSP services assigned a restoration priority of 4; and finally TSP services assigned a restoration priority of 5. Service vendors should use their normal procedures to patch or re-route TSP services if these processes will hasten restoration.

Service vendors will restore TSP services assigned the same restoration priority based on the service vendor's determination of which service can be restored first. In lieu of a clear distinction, the service vendor will use their best judgment to determine the restoration order. The service vendor should not normally interrupt TSP service restoration work in progress to restore another TSP service assigned the same priority level. The service vendor is not prevented from allocating their resources in a manner that, in their best judgment, will most efficiently facilitate restoration of TSP services as soon as possible.

Any conflicts regarding the restoration priority of TSP services which cannot be resolved to the mutual satisfaction of the service vendor and the service user or their contracting activity should be referred to the TSP Program Office. (See Appendix B for contact information for the TSP Program Office.) However, the service vendor and service user or their contracting activity should first attempt to resolve conflicts among themselves. The service vendor should also refer to their internal escalation procedures and industry guidelines.

Service vendors are permitted to provide priority restoration to multiple service facilities (e.g., DS1 or DS3 facilities) that contain TSP services, even though services assigned no priority or lower priority may be restored along with or sometimes ahead of some higher priority level services. Alternatively, the service vendor may re-route individual TSP services from a failed facility onto another facility to hasten restoration.

Service vendors will consider the priority levels of the TSP services supported by a multiple service facility when determining the order of restoration. For example, a multiple service facility supporting TSP services assigned restoration priorities 1 and 2 should be restored before a multiple service facility supporting TSP services assigned restoration priorities 3, 4, and 5. Service vendors will use their best judgment to determine the restoration order of multiple service facilities that support a number of TSP services with a variety of restoration priority assignments.

As a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services. In resolving conflicts, the Executive Office of the President (TSP Program Office) will require that restoration or provisioning of TSP services follow this sequence:

- Restore TSP services assigned restoration priority 1
- Provision Emergency TSP Services
- Restore TSP Services assigned restoration priority 2, 3, 4, or 5
- Provision TSP Services assigned provisioning priority 1, 2, 3, 4, or 5.

5.5 PREEMPTION TO RESTORE TSP SERVICES

Service vendors are authorized by the FCC's TSP System rules to preempt existing services to restore TSP services when, in their best judgment, preemption is necessary. Prior consent of the service user whose service will be preempted is not required. However, the service vendor will make their best effort to notify the user of the preempted service and state the reason for and estimated duration of the preemption.

When the service vendor determines that preemption is necessary (e.g., no spare services are available) non-TSP services may be preempted. After ensuring a sufficient number of public switched services are available for public use, based on the service vendor's best judgment, such services may be used to satisfy a requirement for restoring TSP services. If no suitable spare or non-TSP services are available, the service vendor may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When this is necessary, the service vendor will select TSP services for preemption in the inverse order of priority assignment.

6.0 CONFIRMATION AND VERIFICATION OF TSP SERVICE INFORMATION

The TSP System includes mechanisms to ensure that information identifying TSP services and their associated TSP assignments is conveyed accurately. One of these mechanisms requires prime service vendors to submit reports confirming completion of TSP service orders directly to the TSP Program Office. These reports serve two purposes:

- Confirm that the same priority assigned by the TSP Program Office has been implemented by the prime service vendor

- Provide the TSP Program Office with the Prime Service Vendor Service ID(s) (e.g., circuit number) for that TSP service.

The requirement to confirm completion of TSP service order activity to the TSP Program Office is in addition to the standard service vendor business practice of reporting completion of service orders back to the service user or their contracting activity. Service vendors may also verify TSP assignments at any time to the TSP Program Office if they question the authenticity of the TSP assignment.

This section highlights a prime service vendor's responsibilities regarding confirmation of TSP services to the TSP Program Office and presents methods for submitting confirmation reports. Guidelines for service vendors to follow to verify TSP assignments are also presented in this section.

6.1 CONFIRMATION OF COMPLETION OF TSP SERVICE ORDER ACTIVITY

Service vendors are required, by the FCC's TSP System rules, to confirm to the TSP Program Office the completion of all TSP service orders for which they are the prime service vendor. The prime service vendor will provide a TSP service confirmation to the TSP Program Office within 45 calendar days of completing a TSP service order. TSP service confirmations will contain the following information:

- Full vendor name - Prior to or when submitting their first confirmation, prime service vendors must designate to the TSP Program Office a standard company name. It is critical that prime service vendors consistently use the exact company name originally designated to the TSP Program Office; any further confirmations submitted under a different company name will be rejected. The TSP Program Office will store all TSP service information for a prime service vendor based on this designation of their name. Prime service vendors may, however, include a distinction with their standard name (e.g., geographic, such as XYZ Company, Midwest; or divisional, such as ABC Company, Federal Systems).

- Vendor point-of-contact name or title, phone number, and address. (The TSP Program Office will refer all questions/issues regarding confirmation to this point-of-contact.)

- Date data compiled

- Number of items reported.

For each TSP service being confirmed, report the:

- TSP Authorization Code (all 12 characters)

- Prime Service Vendor Service ID (e.g., Circuit ID). Segment numbers are optional, but if provided must be entered under that column heading on the TSP Service Confirmation for Service Vendors form (SF 318), hereinafter referred to as TSP Service Confirmation form. (Prime vendors submitting data on magnetic media must NOT submit segment numbers)

- Type of order:
  - Installation or New
  - Disconnect or Out
  - Change or "From and To."

A detailed description of the TSP Authorization Code is presented in section 2.4.

Appendix D contains a TSP Service Confirmation form which prime service vendors will normally use to submit data to the TSP Program Office. Computer generated/printed facsimiles of the form are acceptable; however, copies of service orders or requests for service are not acceptable. Prime service vendors may mail or telefax the TSP Service Confirmation form to the TSP Program Office. (Contact information for the TSP Program Office is contained in Appendix B. Standard magnetic media formats are contained in Appendix C.)

Prime service vendors may need to change confirmation data that has been accepted by the TSP Program Office. Prime service vendors submitting changes verbally or in writing will identify the TSP service by the Prime Service Vendor Service ID previously submitted to the TSP Program Office or by the TSP Authorization Code, and then convey the change.

The TSP Program Office will offer on-line access to an NCS computer to allow prime service vendors to submit confirmation reports via electronic transfer. Due to NCS computer capacity limitations, this method will initially be available only to prime service vendors with a significant volume of order activity. Prime service vendors who choose to submit confirmation reports through the on-line process will submit a written request for permission from the TSP Program Office to become a "registered user." The prime service vendor will provide their own

hardware to interface with the system (e.g., terminal and modem with automatic answer capability). The TSP Program Office will provide a registered user with a user identification, log-on identification, and an initial password. Specific on-line access documentation will be provided when a prime service vendor is registered as a user of the on-line system.

6.2 VERIFICATION OF TSP ASSIGNMENTS

TSP assignments are made by the TSP Program Office, and therefore the NCS TSP data base is the standard for verifying TSP assignments. To verify a provisioning or restoration priority assignment with the TSP Program Office, the service vendor must identify either the TSP Authorization Code or the Prime Service Vendor Service ID. (The service vendor may also submit the Service User Contract ID or the Service User Service ID if these identifiers are available to them.) The TSP Program Office will then verify whether or not the TSP assignment received by the service vendor has been assigned.

In addition to TSP assignment information, the TSP Program Office maintains a list of officials authorized to invoke NSEP treatment. When a service vendor receives a provisioning priority from the service user (i.e., the service user has invoked NSEP treatment), the service vendor may also request the name and phone number of the service user's authorized invocation official. The service vendor may confirm the authority of the authorized invocation official with the TSP Program Office when verifying the provisioning priority or at any other time. If the service vendor seeks further verification, they may contact the authorized invocation official to confirm that the invocation is valid.

Service vendors may contact the TSP Program Office via telephone between 7:00 a.m. and 4:30 p.m. Eastern Time on working days to verify non-Emergency priority level assignments. However, the TSP Program Office will be available 24 hours a day, seven days a week, to verify Emergency provisioning priorities or to confirm the authority of authorized invocation officials. (See Appendix B for TSP System contact information.)

7.0 RECONCILIATION OF TSP SERVICE INFORMATION

Reconciliation is a quality control mechanism that is key to maintaining accurate TSP service records. Reconciliation of TSP service information is intended to ensure that information identifying TSP services and their associated TSP assignments is accurately maintained by service vendors. As such, all service vendors who accept orders for TSP services are required, by the FCC's TSP System rules, to participate in reconciliation. Reconciliation is the comparison of TSP service information and the resolution of identified discrepancies. The NCS TSP data base is the standard for reconciliation of TSP service information.

Service vendors are required to reconcile information for all TSP services for which they are the prime service vendor on an annual basis with the TSP Program Office. Vendors acting as prime service vendors are also required to reconcile information with each of their subcontractors once every three years for all TSP services they jointly provide.

This section presents guidelines for service vendors to follow in: submitting TSP service information to the TSP Program Office for reconciliation purposes; resolving discrepancies discovered between the prime service vendor's records and the NCS TSP data base; and reconciling prime service vendor TSP service information with their subcontractors.

7.1 RECONCILIATION OF TSP SERVICE INFORMATION BETWEEN THE TSP PROGRAM OFFICE AND PRIME SERVICE VENDORS

The TSP Program Office will initiate reconciliation with prime service vendors once per year by sending a letter to the prime service vendor.[1] The TSP Program Office will request information on all TSP services with a restoration priority for which the service vendor is the prime contractor.[2] The prime service vendor will provide the requested information to the TSP Program Office within 30 calendar days of receipt of the request. This information must be derived from those records the service vendor uses to restore services (e.g., maintenance records). Appendix D contains a TSP Service Reconciliation for Service Vendors form (SF 319), hereinafter referred to as TSP Service Reconciliation form, which prime service vendors will use to submit data to the TSP Program Office. (Other mutually agreed-upon paper formats will also be

[1] The TSP Program Office will initiate the first reconciliation with prime service vendors approximately one year after the TSP System is implemented. Prime service vendors who cannot meet the requested reconciliation date may request an extension of time from the TSP Program Office.

[2] By performing reconciliation, the Manager, NCS (through the TSP Program Office) is complying with a portion of his responsibility to administer the TSP System, and in that capacity is not obligated to reimburse the service vendor for any reconciliation costs. Costs associated with reconciliation should be directed to the service user. Service vendors may recover the costs associated with reconciliation through provisions contained in properly filed state or federal tariffs or provisions of properly negotiated contracts.

accepted, including computer generated/printed facsimiles of the form.) The prime service vendor will provide the following reconciliation information:

- Full vendor name - Prime service vendors must use their standard company name designated to the TSP Program Office for TSP service order confirmation. (See section 6.1, Confirmation of Completion of TSP Service Order Activity.)

- Date data compiled

- Number of items reported

- Vendor point-of-contact name or title, phone number, and address. (The TSP Program Office will refer all questions/issues regarding reconciliation to this point-of-contact.)

In addition, for each TSP service being reconciled, the following will be provided:

- TSP Code (two-character priority level assignment). Both characters of the priority level assignment are mandatory.

  Note: Prime service vendors are encouraged to submit the complete TSP Authorization Code, in which case the TSP Control ID portion of the TSP Authorization Code will also be reconciled. (See section 2.4 for a description of the TSP Authorization Code.)

- Prime Service Vendor Service ID(s) (e.g., Circuit ID).

Prime service vendors must always submit a two-character TSP Code (priority level assignment) to the TSP Program Office for reconciliation purposes. All service vendors must maintain the assigned value of the restoration priority as long as it remains effective (i.e., until the priority is revoked or changed). However, if a provisioning priority has been assigned, following provisioning and confirmation to the TSP Program Office, the service vendor may either retain the assigned value of the first character of the TSP Code - the provisioning priority—or set the value to "0" (Neither position of the TSP Code may be blank).

Prime service vendors may submit reconciliation information via paper, telefax, or magnetic media. The format must either conform to the format of the TSP Service Reconciliation form (SF 319) or must be in a format otherwise acceptable to the TSP Program Office. (Contact information for the TSP Program Office is contained in Appendix B. Magnetic media formats and blank forms with instructions for completion are provided in Appendices C and D, respectively.)

The TSP Program Office will offer on-line access to an NCS computer to allow prime service vendors to submit reconciliation information via electronic transfer. This is the same method prime service vendors may use to submit TSP service confirmations. (See section 6.1, Confirmation of Completion of TSP Service Order Activity.)

The TSP Program Office will compare data received from prime service vendors with information resident in the NCS TSP data base and identify discrepancies. The TSP Program Office will send a discrepancy report to the prime service vendor within 45 calendar days of receipt of the prime service vendor data.

Working in conjunction with the TSP Program Office and service users or their contracting activities, prime service vendors will resolve discrepancies within 45 calendar days of receipt of the discrepancy report from the TSP Program Office. Generally, when changes to TSP assignments in the prime service vendor's records are necessary, the service users or their contracting activity will submit service orders for those changes. If a prime service vendor needs additional time to resolve discrepancies, the prime service vendor may request an extension from the TSP Program Office.

The prime service vendor will confirm in writing to the TSP Program Office within 45 calendar days of receiving the report that the discrepancies listed in the TSP Program Office's discrepancy report have been, or are being, resolved. The prime service vendor will also initiate necessary changes to correct any affected subcontractor TSP service information.

7.2 RESOLUTION OF TSP SERVICE INFORMATION DISCREPANCIES BETWEEN THE RECORDS OF THE TSP PROGRAM OFFICE AND PRIME SERVICE VENDORS

Discrepancies between the records of the TSP Program Office and a prime service vendor are due to a mismatch of either the restoration priority level or the service identifier. This section discusses the resolution of discrepancies that could occur when reconciling prime service vendor TSP service records against the NCS TSP data base.

7.2.1 Restoration Priority Discrepancy

A restoration priority discrepancy occurs when the TSP Program Office and the prime service vendor identify the same TSP service (in other words, the Prime Service Vendor Service ID reported by the vendor and the identifier in the NCS TSP data base match); however, the associated restoration priority reported by the prime service vendor does not match the restoration priority in the NCS TSP data base for that service. To resolve such a discrepancy, the TSP Program Office will first contact the prime service vendor (normally by telephone) to attempt to resolve the mismatch. Any discrepancies that cannot be resolved with the prime service vendor will be resolved between the TSP Program Office and the service user. Correcting a discrepancy with the service user in this way may result in a new service order.

7.2.2 Service ID Discrepancy

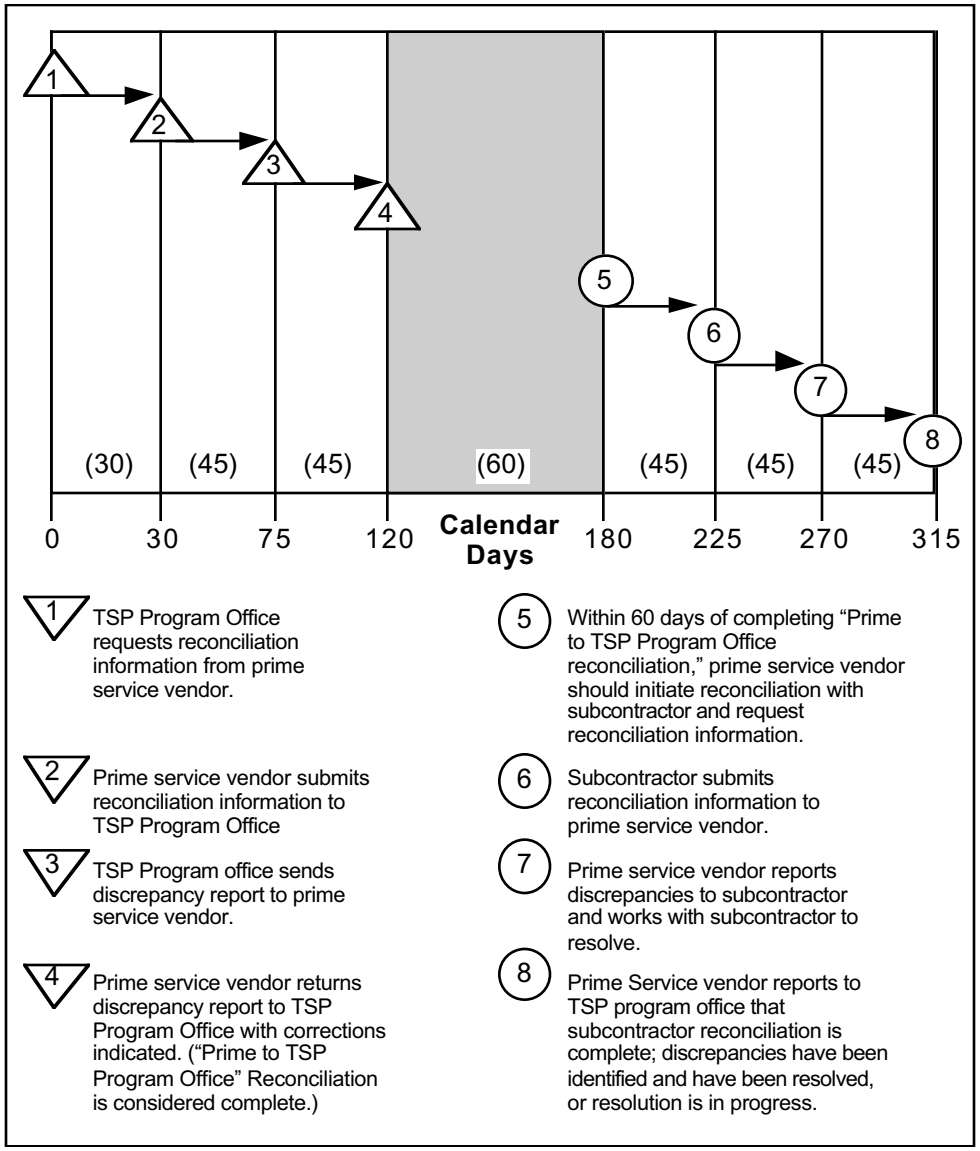
A service identifier discrepancy occurs when the Prime Service Vendor Service ID and/or the TSP Control ID reported by the prime service vendor does not match the identifier(s) in the NCS TSP data base. The TSP Program Office may contact the prime service vendor to resolve as many of these discrepancies as possible prior to sending a discrepancy report to the prime service vendor. After receiving the discrepancy report, the prime service vendor will attempt to resolve each item on the discrepancy report and return the report to the TSP Program Office.

7.3 RECONCILIATION OF TSP SERVICE INFORMATION BETWEEN PRIME SERVICE VENDORS AND SUBCONTRACTORS

All service vendors who accept TSP service orders and subsequently subcontract portions of those TSP services are required, by the FCC's TSP System rules, to periodically reconcile TSP service information with each of their subcontractors. In this context, the Manager, NCS defines "periodically" as no more than once every three years. The Manager, NCS also suggests that prime service vendors initiate reconciliation with a subcontractor within 60 calendar days of completing reconciliation of their "prime" TSP service information with the TSP Program Office. This time frame is suggested to ensure that "prime to subcontractor" reconciliation is conducted with the most accurate TSP service information. Figure 7 - 1 is a time line illustrating the reconciliation sequence between prime service vendors and the TSP Program Office; and between prime service vendors and their subcontractors.

Since "prime to TSP Program Office" reconciliation occurs annually, and "prime to subcontractor" reconciliation must only take place once every three years, prime service vendors may choose to distribute their subcontractor reconciliation over the entire three-year period. For example, if a prime service vendor has three subcontractors, the prime service vendor could initiate reconciliation with the first subcontractor within 60 days of the first "prime to TSP Program Office" reconciliation. The prime service vendor could then reconcile with their second subcontractor following the "prime to TSP Program Office" reconciliation in the second year, and reconcile with their third subcontractor following the third "prime to TSP Program Office" reconciliation. The prime service vendor may distribute their subcontractor reconciliation in whatever manner is most convenient - as long as they reconcile TSP service information with each of their subcontractors once every three years.

FIGURE 7-1
Reconciliation Time Line



To initiate reconciliation with a subcontractor, the prime service vendor will request, in writing, information on all TSP services which that subcontractor jointly provides with the prime service vendor. The subcontractor will provide the requested information within 45 calendar days of receipt of the request. This information must be derived from those records the subcontractor uses to restore service (e.g., subcontractor maintenance records).

The subcontractor will provide the following information for each reconciliation report:

- Subcontractor Name
- Subcontractor Point-of-Contact Information.

For each portion of a TSP service they are responsible for, the subcontractor will also provide the following information to the prime service vendor:

- Subcontractor Service ID (e.g., Circuit ID)
- TSP Code (priority level assignment - both characters are mandatory).

The prime service vendor and the subcontractor may determine the specific format and media for submitting this data; however, any individual arrangements should be consistent with the requirements for "prime service vendor to TSP Program Office" reconciliation. Additionally, prime service vendors and subcontractors should consider applicable industry guidelines regarding reconciliation procedures. If no other media are available, subcontractors will at least provide a paper copy of reconciliation data to prime service vendors in order of subcontractor Service IDs.

Within 45 calendar days of receipt, the prime service vendor will compare the data received from the subcontractor with TSP service information resident in their records and identify discrepancies. The prime service vendor will report these discrepancies to the subcontractor and work with the subcontractor to resolve them.

The prime service vendor's records are the standard against which the subcontractor data will be reconciled. Therefore, when the prime service vendor identifies a different restoration priority assignment in the subcontractor's records for the same TSP service, the prime will instruct the subcontractor to correct their TSP service records used to restore services. (In these cases, the vendor will not receive change orders from the service user.) Prime service vendors and subcontractors should consult applicable industry guidelines for direction regarding resolution of billing issues associated with "prime service vendor to subcontractor" reconciliation discrepancies.

Within 45 calendar days of notifying the subcontractor of the discrepancies, the prime service vendor will provide written confirmation to the TSP Program Office verifying that the prime service vendor has completed reconciliation with a subcontractor. The prime service vendor will also verify that all TSP service information discrepancies with those subcontractors have been identified and the discrepancies have been resolved, or resolution is in progress. (If prime service vendors need additional time to identify and resolve discrepancies, the prime service vendor may request an extension from the TSP Program Office.) The prime service vendor will submit this "prime service vendor to subcontractor reconciliation confirmation" to the TSP

Program Office once every three years for each subcontractor with which the prime service vendor jointly provides TSP services.

8.0 PROBLEM RESOLUTION

Numerous organizations participate in requesting and providing priority treatment in the TSP System. The TSP System rules provide safeguards against misuse (see FCC TSP System rules Section 9), but the effectiveness of the system ultimately depends on the good-faith efforts of participants to abide by the spirit and intent of the TSP System rules. Disagreements will, nevertheless, occur from time to time. A basic premise regarding the TSP System is that, wherever possible, problems should be addressed and resolved by the people most directly involved and knowledgeable. Most problems can be resolved following the service vendor's existing procedures and channels of communication. The following discussion provides recommended guidelines when a service vendor has a TSP-related problem.

8.1 POTENTIAL PROBLEM AREAS

Service vendors' TSP-related problems with service users, the TSP Program Office, or other service vendors will generally fall into one of these groups: record-keeping, operational, or systemic/policy problems.

8.1.1 Record-keeping Problems

The most common record-keeping problems within the TSP System will likely refer to discrepancies regarding the TSP Authorization Code (or its sub-elements, the TSP Control ID or the TSP Code) and the identification of one or more services associated with that code.

With the NCS TSP Data Base. The information that must be kept consistent between a service vendor and the NCS TSP data base is the TSP Authorization Code or TSP Code and the Service Vendor Service ID. Interaction with the NCS TSP data base is only necessary when the service vendor is acting as a prime service vendor. The procedures of confirmation, verification, and reconciliation provide continuing attention to maintaining record accuracy and are designed to minimize discrepancies. The procedures to follow if, for some reason, the service vendor discovers discrepancies are described in section 6.0, Confirmation and Verification of TSP Service Information, and in section 7.2, Resolution of TSP Service Information Discrepancies Between the Records of the TSP Program Office and the Prime Service Vendor.

With Service Users or Contracting Activities. The standard business practice of reporting completion of service orders back to the service user or their contracting activity should minimize record discrepancies. If, however, a discrepancy is discovered, the service order which established the TSP assignment is the one the service vendor is to honor. If the discrepancy cannot be resolved by the two parties directly, the TSP Program Office may be asked to query the NCS TSP data base to determine the correct TSP assignment.

With Other Service Vendors. If service vendors find a discrepancy regarding the TSP assignment for a TSP service they are mutually providing, the prime service vendor's record will

be considered accurate until proven otherwise. The subcontractor(s) will follow the practice of honoring the TSP assignment as directed by the prime service vendor until the correct TSP assignment can be confirmed either from the service user's service order or with the TSP Program Office.

8.1.2 Operational Problems

TSP operational problems refer to disagreements regarding the responsibilities imposed by the FCC's TSP System rules.

With Service Users. If the service vendor and service user have differing understanding of their TSP System responsibilities, such problems are best handled through normal business channels.

With Other Service Vendors. If service vendors find a discrepancy regarding a TSP service they are mutually providing, the subcontractor(s) will make a good-faith effort to comply with the direction of the prime service vendor at the time service is required; thereafter they will follow normal business channels to evaluate the problem.

8.1.3 Systemic/Policy Problems

Systemic/policy problems refer to problems that transcend individual service vendors and service users. If the service vendor so decides, such problems may be brought to the attention of the TSP Program Office (see section 8.2.2, Manager, NCS) or to the FCC (see section 8.2.3, Federal Communications Commission (FCC)).

8 .2 SEEKING FURTHER COORDINATION AND ASSISTANCE

Service vendor personnel who have been unable to resolve a TSP-related problem should first escalate it within their own companies. If a problem cannot be resolved otherwise, the following organizations are available for assistance.

8.2.1 National Coordinating Center (NCC)

For technical or procedural assistance in provisioning and/or restoring TSP services, a service vendor may seek assistance from the NCC in accordance with the NCC Charter. The NCC is a joint industry - government operation. It includes representatives from the U.S. telecommunications industry and Federal government organizations that are involved in responding to the Federal government's NSEP telecommunications service requirements and support planning for a more endurable national and international telecommunications system to satisfy those requirements.

The mission of the NCC is to assist in the initiation, coordination, restoration, and reconstitution of telecommunication services or facilities that support NSEP functions. Accordingly, the NCC is available to support telecommunication service vendors. Service vendors are advised to review their internal escalation procedures prior to contacting the NCC. (Note that the NCC is resident within the NCS.)

8.2.2 Manager, NCS

On behalf of the EOP, the Manager, NCS has been assigned the responsibility to administer the TSP System. In turn, the Manager, NCS has established a TSP Program Office to administer the TSP System on a day-to-day basis. In this capacity, the TSP Program Office assigns priorities within the TSP System and maintains information about TSP services in the NCS TSP database. Service vendors may contact the TSP Program Office if they need to verify a TSP assignment. (See section 6.2, Verification of TSP Assignments.)

Service vendors should contact the TSP Program Office first for any problems regarding the TSP System. Any concerns which cannot be resolved with the TSP Program Office will be referred to the Manager, NCS. Alternatively, service vendors may always contact the FCC for any problems concerning the TSP System.

8.2.3 Federal Communications Commission (FCC)

The FCC provides regulatory oversight of the TSP System and enforces the TSP System rules and regulations. The FCC also regulates common carriers engaged in interstate or foreign communications. For those reasons the FCC has a particular interest in the participation of service vendors in the TSP System. If a service vendor has a complaint about the operation of the TSP System, the service vendor may take that complaint directly to the FCC.

8.3 AUDITS

A TSP audit is a quality assurance review conducted by the Manager, NCS in response to identified problems. The purpose of an audit is to verify that established procedures and guidelines have been followed by users of the TSP System. An audit, as used here, is "procedural" as compared to "fiscal." In accordance with TSP System rules, the Manager, NCS is authorized to conduct audits as necessary. (As with other aspects of the TSP System, the Manager, NCS has assigned this responsibility to the TSP Program Office.) Any TSP service vendor (or service user) may request an audit. Service vendors, in turn, are required to cooperate during audits.

Before initiating an audit, the TSP Program Office will normally attempt to rectify systemic problems by meeting and discussing the issues with those experiencing the problem. Audits will be conducted only if all attempts to resolve a specific problem have failed.

Before deciding to proceed with an audit, the TSP Program Office will review any documented evidence or records of TSP System procedural breakdowns. If the TSP Program Office decides to initiate an audit with a service vendor, written notification will be provided to the service vendor via certified mail. The purpose of this notice is to:

- Identify the problem
- Indicate which service user or service vendor reported the problem
- Indicate a reply deadline date.

Other appropriate information will also be forwarded.

The service vendor will have 30 calendar days from the date of receipt of the audit notification to research their documentation relevant to the issue, and to reply in writing to the TSP Program Office. Service vendors unable to comply with this time frame must supply a written reply to the TSP Program Office, including a reason for the delay, as soon as they know they will not be able to meet the reply date. This reply must also include a proposed date for responding.

The Manager, NCS will submit the results of the audit and resulting recommendations to the TSP System Oversight Committee (see section 8.5, TSP System Oversight Committee) for their evaluation, review, and comments. The TSP System Oversight Committee will prepare a report regarding this audit, providing copies to all affected parties, and recommend further action as they deem appropriate.

A TSP audit is not intended to replace the regulatory and oversight role of the FCC, but rather to serve the effective administration of the TSP System. Audits are intended to be used as a last resort, undertaken after all other attempts to resolve a problem have failed. If a service vendor declines to cooperate with the Manager, NCS in an audit, the issue will be forwarded to the FCC.

8.4 SERVICE VENDOR RECOMMENDATIONS

The Manager, NCS is charged with periodically testing and evaluating the TSP System for effectiveness. In that capacity, the Manager, NCS will prepare periodic reports to the FCC, the EOP, and the TSP System Oversight Committee regarding:

- How the TSP System is functioning, including problems experienced with the TSP System and their resolution
- What changes or improvements are required

- What technological advances have been developed or are anticipated that would improve the system's efficiency, cost effectiveness, or management structure.

Service vendors are invited to submit recommendations or suggestions to the TSP Program Office for inclusion in this report. Any information that a vendor considers of a proprietary nature will be handled in accordance with requirements for treatment of such information. Service vendors may also submit any recommendations or suggestions directly to the FCC.

8.5 TSP SYSTEM OVERSIGHT COMMITTEE

The TSP System rules direct the establishment of a TSP System Oversight Committee to identify and review any problems developing in the system and recommend actions to correct them or prevent recurrence. They further specify that, in addition to representatives of the EOP, representatives from private industry (including telecommunication service vendors), state and local governments, the FCC, and other organizations may be appointed to the committee.

8.5.1 Purpose

Consistent with the FCC's TSP System rules, the purpose of the TSP System Oversight Committee is to provide advice and assistance to the FCC and EOP on the administration of the TSP System and to ensure that policies and procedures established for the operation of the TSP System remain valid and efficient; that the TSP System remains responsive to the priority service requirements of telecommunication service users; and that the TSP System remains current with telecommunication industry technical capabilities.

8.5.2 Responsibilities

The primary responsibility of the TSP System Oversight Committee is to provide a forum to facilitate the identification, discussion, and resolution of systemic problems in the TSP System. If a subcommittee is established, the TSP System Oversight Committee is responsible for appointing its members and providing it with guidance and direction.

9.0 SERVICE VENDORS' REQUESTS FOR TSP ASSIGNMENTS

Telecommunication service vendors may themselves have need for priority treatment of services they own or lease, particularly those services which support a maintenance or network monitoring function and thus are critical to the integrity of the service vendor's network. The FCC's TSP System rules recognize that significance and make provisions for service vendor requirements. Service vendors who use other service vendor's networks and who want a TSP assignment should refer to NCS Manual 3-1-1. (Copies are available through the Government Printing Office.)

9.1 EXEMPT CONTROL SERVICES AND ORDERWIRES

Control services or orderwires wholly owned and supplied by a service vendor and needed by that same vendor for provisioning, restoration, or maintenance of other services, are exempt from the FCC's TSP System rules. Such control services and orderwires shall have priority of provisioning and restoration over all other telecommunication services (including TSP services) and are exempt from preemption. In other words, any service vendor owning a service that is used as a control service or orderwire critical to the integrity of that service vendor's own network may afford that service the highest priority for provisioning and restoration even before services with TSP assignments, and need not request a TSP assignment from the TSP Program Office.

9.2 NON-EXEMPT CONTROL SERVICES AND ORDERWIRES

Control services and orderwires used by one service vendor, but leased from another service vendor, are not exempt from the FCC's TSP System rules. In other words, such services will not be afforded priority treatment by the service vendor providing the service unless it has a TSP assignment. The telecommunications service vendor that is leasing the control service or orderwire may request a TSP assignment following the procedures outlined below.

9.3 REQUESTING A TSP ASSIGNMENT FOR CONTROL SERVICES AND ORDERWIRES LEASED FROM ANOTHER SERVICE VENDOR

To be eligible for a TSP assignment under the FCC's TSP System rules, and criteria, a critical control service or orderwire leased by one service vendor (or service user) from another service vendor must be in support of an NSEP function. For such services, the Manager, NCS or optionally the FCC will serve as the sponsoring Federal organization. (Note that all requests from non-Federal requestors for TSP assignments must be sponsored by a Federal organization.)

To request a TSP assignment for a critical control service or orderwire leased from another service vendor and supporting other NSEP functions, the requesting service vendor should refer to NCS Manual 3-1-1.

9.4 REQUESTING A TSP ASSIGNMENT FOR OTHER SERVICE VENDOR NSEP REQUIREMENTS

A service vendor may also request a TSP assignment for a provisioning and/or restoration priority for any other service (not used as a control service or orderwire) that fulfills an NSEP requirement and qualifies under the TSP System. For such requirements, the service vendor should contact the TSP Program Office for assistance regarding sponsorship. Alternatively, the service vendor may ask the Manager, NCS or optionally the FCC to serve as the Federal sponsor.

APPENDIX A

GLOSSARY

GLOSSARY

Assignment means the designation of priority level(s) for a defined NSEP telecommunications service for a specified time period.

Audit means a quality assurance review in response to identified problems.

Authorized Invocation Official refers to an individual authorized to invoke NSEP treatment. Authorized invocation officials include: the head or director of a Federal agency, commander of a unified/specified military command, chief of a military service, or commander of a major military command; the delegates of any of the foregoing; or any other officials as specified in supplemental regulations or procedures issued by the Manager, NCS on behalf of the Executive Office of the President. (NOTE: the only such officials currently specified are State Governors.) Delegates may only include a general or flag officer of a military service, civilian employee of equivalent grade (e.g., Senior Executive Service member), Federal Coordinating Officer or Federal Emergency Communications Coordinator/Manager, or any other such officials (Federal or non-Federal) specified in supplemental procedures issued by the Manager, NCS on behalf of the Executive Office of the President. Delegates must be designated as such in writing.

Confirmation of Completion of TSP Service Order Activity refers to the requirement of service vendors to confirm to the TSP Program Office the completion of provisioning of all TSP service orders for which they are the prime service vendor.

Government refers to the Federal government or any foreign, state, county, municipal, or other local government agency or organization.

Invocation of NSEP treatment refers to notification from an authorized invocation official to a service vendor that a TSP service is so vital that it must be expeditiously provisioned, and that the authorized invocation official is authorizing the expenditures necessary to pay the additional charges, if any, of meeting that early service due date.

National Communications System (NCS) refers to that organization established by the President in Executive Order No. 12472, "Assignment of National Security and Emergency Preparedness Telecommunications Functions," April 3, 1984, 49 Fed. Reg. 13471 (1984).

National Coordinating Center (NCC) refers to the joint telecommunications industry-Federal government operation established by the National Communications System to assist in the initiation, coordination, restoration, and reconstitution of NSEP telecommunication services or facilities.

National security emergency preparedness (NSEP) telecommunication services, or NSEP services, means telecommunication services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international), which causes or could

cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

NSEP treatment refers to the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

Prime service vendor is defined as a service vendor who contracts directly with a service user or the user's contracting activity to provide all or a portion of a TSP service. A prime service vendor may subcontract a portion of the service to other service vendors (i.e., subcontractors).

Priority level means the level that may be assigned to an NSEP telecommunications service specifying the order in which provisioning or restoration of the service is to occur relative to other NSEP and/or non-NSEP telecommunication services. Priority levels authorized within the TSP System are designated (highest to lowest) E, 1, 2, 3, 4, and 5 for provisioning and 1, 2, 3, 4, and 5 for restoration.

Priority level assignment means the priority level(s) designated for the provisioning and/or restoration of a particular NSEP telecommunications service under Section 9 of the FCC's TSP System rules.

Private NSEP Telecommunications Services include non-common carrier telecommunication services including private line, virtual private line, and private switched network services.

Provisioning means the act of supplying telecommunications service to a user, including all associated transmission, wiring, and equipment. As used herein, "provisioning" and "initiation" are synonymous and include altering the state of an existing priority service or capability. (Wiring and equipment may not be provided by the carrier on a regulated basis.)

Public switched NSEP telecommunication services include those NSEP telecommunication services utilizing public switched networks. Such services may include both interexchange and intraexchange network facilities (e.g., switching systems, interoffice trunks, and subscriber loops).

Reconciliation means the comparison of NSEP service information and the resolution of identified discrepancies.

Restoration means the repair or returning to service of one or more telecommunication services that have experienced a service outage or are unusable for any reason, including a damaged or impaired telecommunications facility. Such repair or returning to service may be done by patching, rerouting, substitution of component parts or pathways, and other means, as determined necessary by a service vendor.

Revision means the change of priority level assignment for an NSEP telecommunications service. This includes any extension of an existing priority level assignment to an expanded NSEP service.

Revocation means the elimination of a priority level assignment when it is no longer valid. A11 priority level assignments for an NSEP service are revoked upon service termination.

Service identification refers to the information uniquely identifying an NSEP telecommunications service to the service vendor and/or service user.

Service user refers to any individual organization (including a service vendor) supported by a telecommunications service for which a priority level has been requested or assigned.

Service vendor refers to any person, association, partnership, corporation, organization, or other entity (including common carriers and government organizations) that offers to supply any telecommunication equipment, facilities, or services (including customer premises equipment and wiring) or combination thereof. The term includes resale carriers, prime contractors, subcontractors, and interconnecting carriers.

Spare circuits or services refers to those not being used or contracted for by any customer.

Telecommunication services means the transmission, emission, or reception of signals, signs, writing, images, sounds, or intelligence of any nature, by wire, cable, satellite, fiber optics, laser, radio, visual or other electronic, electric, electromagnetic, or acoustically coupled means, or any combination thereof. The term can include necessary telecommunication facilities.

APPENDIX B

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM CONTACT INFORMATION

TSP CONTACT INFORMATION

TSP Program Office
7 a.m. to 5 p.m. (EST), Monday through Friday

Co-located with the
National Coordinating Center (NCC)
for Telecommunications
(24-Hour Coverage)

A. Assistance with TSP Assignments

The TSP Program Office is the main point of contact for all TSP System questions. Issues that require the involvement of the Manager, NCS will be escalated to the Manager, NCS through the TSP Program Office. Questions regarding the following topics should be address to the TSP Program Office.

- Priority provisioning or restoration of TSP services
- Verification of provisioning or restoration priority level assignments
- Confirmation of TSP service order activity
- Reconciliation of TSP service information
- Technical specifications for transmitting TSP service information
- General questions regarding the TSP System.

TELEPHONE AND FACSIMILE CONTACT:

Telephone (STU III Equipped):

Commercial: (703) 746-5378	DSN: 286-5378
(703) 692-0040	DSN: 222-0040

Unclassified Facsimile:

Commercial: (703) 692-1773	DSN: 222-1773

Classified Facsimile:

Commercial/FTS: (703) 557-5185/6

B. Provisioning Priority Requests

To ensure timely processing of your provisioning request, please provide the following information in the supplemental information field (item 9) of the TSP Service Request (SF 315). (See section 6.0, The TSP Request Form):

- If an order is already in progress, include the date when the service was ordered.
- Include an on-site point-of-contact and the 24-hour point-of-contact provided in item 8 are the same, so note.
- Include a brief description of the service required; list special service data rate, conditioning requirements, unique equipment requirements, cellular requirements); provide circuit number and other identifiers to the extent known; and indicate whether the service is to be "temporary" or "permanent".
- Indicate if the expedite process was attempted with the normal service vendor contact.
- Indicate name, title and organization address of the individual actually obligating the requesting organization to fund any additional charges.
- Include the prime vendor point-of-contact for both Emergency and Essential provisioning.

NOTE: The person authorizing additional charges should be advised that the NCC cannot estimate these charges. Additional charges, if any, will be assessed in accordance with the applicable tariffs or contracts.

C. Mailing and Plain Language (AUTODIN) Addresses:

TSP Program Office

Mailing Address:
Office of the Manager, NCS
ATTN: TSP Program Office
701 South Court House Road
Arlington, VA 22204-2198

Plain Language Address: MGR NCS-TSP WASHINGTON DC

National Coordinating Center (NCC) for Telecommunications

Mailing Address:
National Coordinating Center
for Telecommunications
ATTN: Manager
701 South Court House Road
Arlington, VA 22204-2198

Plain Text: MGR NCS WASHINGTON DC//NCS-NCC//

Sensitive Compartmented or Special Access Program Information

Mailing Address:
Defense Information Systems Agency
Special Security Office (BZS)
ATTN: TSP Program Office
701 South Court House Road
Arlington, VA 22204-2198

U.S. Government Classified Information

Mailing Address:
Office of the Manager, NCS
ATTN: TSP Program Office
701 South Court House Road
Arlington, VA 22204-2198

Federal Communications commission (FCC)

Mailing Address	Federal Communications Commission Chief, Domestic Services Branch Common Carrier Bureau Washington, DC 20554

APPENDIX C

DATA REQUIREMENTS

RECORD FORMAT FOR CONFIRMATION INFORMATION INTERCHANGE BETWEEN PRIME SERVICE VENDOR AND MANAGER, NCS

When Using Magnetic Media:

First Record is a "header record," Followed by 1 to n "Detail Records."

Type of Record	Position in Record	Data Element Length	Data Element Name
Header:	1-2	2	$$ (Dollar Signs to Indicate Header)
	3-42	40	Vendor Name
	43-48	6	Date of Report (YY/MM/DD format)
	49-54	6	Number of Items Being Reported (Right Justified, Zero Filled; May Optionally Enter 6 Zeroes)
	55-80	26	Filler (26 spaces)
Detail (s):	1-12	12	TSP Authorization Code
	13-55	43	Prime Service Vendor Service ID (Left Justified, Space Filled; Circuit/Service ID only, No Segments)
	56	1	Type of Order (I=Install or N= New; D=Disconnect of Circuit or O=Out C=Change, or F=From, or T=To)
	57-80	24	Filler (Spaces)

Note: Service vendor to provide vendor name, point-of-contact (POC) title and/or name, full mailing address, and telephone number with each transmittal.

RECORD FORMAT FOR RECONCILIATION INFORMATION INTERCHANGE BETWEEN PRIME SERVICE VENDOR AND MANAGER, NCS

When Using Magnetic Media:

First Record is a "header record," Followed by 1 to n "Detail Records."

Type of Record	Position in Record	Data Element Length	Data Element Name
Header:	1-2	2	$$ (Dollar Signs to Indicate Header)
	3-42	40	Vendor Name
	43-48	6	Date of Report (YY/MM/DD format)
	49-54	6	Number of Items Being Reported (Right Justified, Zero Filled; May Optionally Enter 6 Zeroes)
	55-80	26	Filler (26 spaces)
Detail (s):	1-12	12	TSP Authorization Code*
	13-55	43	Prime Service Vendor Service ID (Left Justified, Space Filled; Circuit/Service ID only, No Segments)
	56-80	25	Filler (Spaces)

* TSP Authorization Code:

OPTIONAL:	TSP Control Identifier	- 9 Characters
OPTIONAL:	Hyphen	- 1 Character
REQUIRED:	TSP Code	- 2 Characters

Note: Service vendor to provide vendor name, point-of-contact (POC) title and/or name, full mailing address, and telephone number with each transmittal.

SPECIFICATIONS FOR MAGNETIC MEDIA

Prime service vendors may submit confirmation or reconciliation information to the Manager, NCS, on magnetic media. The acceptable magnetic media that may be used is as follows:

1. Floppy Diskette:

   - PC-DOS or MS-DOS compatible,
   - 5 1/4" at 362,496 byte or 1,213,952 byte capacity,
   - 3 _" size at 730,112 byte capacity,
   - ASCII format only,
   - 80 character fixed length records,
   - Filename should be abbreviation of company name,
   - Use file name extension of ".con" for confirmation information or ".rec" for reconciliation information,
   - Label the diskette itself with your company name, point-of-contact, and telephone number, and notation of what is contained on the diskette, such as "confirmation data for period ending June 30."

2. Magnetic Tape:

   - 9 track _" magnetic reel tape, diameter of 12" or less,
   - Internal non-labeled,
   - Odd parity, phase encoded,
   - Either 1600BPI or 6250BPI,
   - ASCII format only,
   - 80 character fixed length records,
   - From 1 to 200 records per block,
   - Label the tape itself with your company name, point-of-contact, and telephone number, and notation of what is contained on the tape, such as "reconciliation data for period ending June 30."

3. Digital Equipment Corporation (DEC) magnetic media:

The Manager, NCS, uses DEC computer equipment to support the TSP System. Your company may wish to use DEC cartridge tapes or diskettes to send information to the Manager, NCS. If so, call the TSP Program Office to verify the DEC media that is supported prior to sending any DEC magnetic media.

4. Electronic Batch Transmission:

If your company is interested in this approach, please call the TSP Program Office for further technical information.

5. Other Magnetic Media:

You may make a written request to the Manager, NCS, (i.e., the TSP Program Office) if your company desires support of another magnetic media. In the request, fully describe the media you wish supported and provide a technical point-of-contact and telephone number. All such requests will be considered.

Note: For return of diskette or tape, include a self-addressed mailer.

APPENDIX D

TSP FORMS

Notes:

1. The forms in this appendix may be reproduced as needed.

2. All TSP forms are for sale by the Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402.

3. Identify the forms you wish to purchase by the title of the form and the SF (standard form) number, e.g., "TSP Service Confirmation for Service Vendors (SF 318)."

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

TSP SERVICE CONFIRMATION FOR SERVICE VENDORS

(See instructions on back before completion.)

Form Approved
OMB No. 0704-0305
Expires Jul 31, 1998

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0306), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THIS ADDRESS. RETURN COMPLETED FROM TO ADDRESS BELOW.

1. VENDOR NAME

2. TSP SERVICE INFORMATION

a. ITEM NO.	b. TSP AUTHORIZATION CODE		c. PRIME SERVICE VENDOR SERVICE ID		d. TYPE OF ORDER
	(1) Control ID	(2) TSP Code	(1) Circuit/Service ID	(2) Segment *(Optional)*	
1.	TSP	–	/		
2.	TSP	–	/		
3.	TSP	–	/		
4.	TSP	–	/		
5.	TSP	–	/		
6.	TSP	–	/		
7.	TSP	–	/		
8.	TSP	–	/		
9.	TSP	–	/		
10.	TSP	–	/		
11.	TSP	–	/		
12.	TSP	–	/		
13.	TSP	–	/		
14.	TSP	–	/		
15.	TSP	–	/		
16.	TSP	–	/		
17.	TSP	–	/		
18.	TSP	–	/		
19.	TSP	–	/		
20.	TSP	–	/		

3. POINT OF CONTACT

a. TITLE OR NAME

b. MAILING ADDRESS *(Street / City / State / ZIP Code)*

c. TELEPHONE NUMBER *(Area Code / Number / Extension)*

4. DATE DATA COMPILED (MM/DD/YY)

5. NUMBER OF ITEMS REPORTED

6. REMARKS *(Y or N)*

7.a. TYPED NAME OF POINT OF CONTACT OR COMPANY OFFICIAL

b. SIGNATURE

c. DATE

SEND COMPLETED FORM TO:

Manager, NCS
ATTN: TSP Program Office
701 South Courthouse Road
Arlington, VA 22204-2198

INSTRUCTIONS FOR TSP SERVICE CONFIRMATION

A service vendor, when acting as a prime contractor to a TSP service user, is to confirm service completion directly to the TSP Program Office within 45 calendar days of completing a TSP service order.

If there are more than 20 TSP services (or 20 Prime Service Vendor Service IDs) to confirm, attach additional TSP Service Confirmation Forms (SF 318) or sheets of paper the same size and format as the printed forms. Complete Items 3 through 7 on the first form only.

Item 1. Vendor Name. Enter full vendor name, exactly as previously submitted to the TSP Program Office by your company. If this is the first TSP Service Confirmation for your company, so indicate by entering "first submission" and enter the precise vendor name you will be using on subsequent confirmations and reconciliations.

Item 2. TSP Service Information. For each TSP service which you are confirming, provide:

b. TSP Authorization Code. Enter the full 12-character code received on the service order from the service user or contracting activity.

c. Prime Service Vendor Service ID. Enter the Circuit/Service ID to the left of the slash (/). The segment number (optional information except for "Disconnection" or "Out") is entered to the right of the slash (/).

d. Type of Order. Enter "I" for Installation, "N" for New, "D" for Disconnection, "O" for Out, "C" for Change, or "FT" for From/To orders.

Item 3. Point of Contact. The point of contact is the representative of the prime service vendor who will be called if there are any questions regarding information on this form. Use title, if available, otherwise use the person's name. Enter full business address and telephone number.

Item 4. Date Data Compiled. Enter the latest month/day/year when data was compiled.

Item 5. Number of Items Reported. Enter the total number of items (number of confirmations) being reported. Include confirmations on attached forms or sheets of paper in the total.

Item 6. Remarks. If you have any other comments regarding the information provided, enter Y and provide remarks on a separate sheet of paper; otherwise, enter N.

Item 7. Signature. The point of contact or a company official must sign and date the form.

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

TSP SERVICE RECONCILATION FOR SERVICE VENDORS

(See instructions on back before completion.)

FORM APPROVED
OMB No. 0704-0305
Expires Jul 31, 1998

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0305), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302..

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THIS ADDRESS - RETURN COMPLETED FORM TO ADDRESS BELOW

1. VENDOR NAME

2. TSP SERVICE INFORMATION

a. ITEM NO.	b. TSP AUTHORIZATION CODE (1) Control ID ***(Optional)***	(2) TSP Code	c. PRIME SERVICE VENDOR ID *(Circuit / Service ID) (Do NOT indicate segments)*
1.	TSP	–	
2.	TSP	–	
3.	TSP	–	
4.	TSP	–	
5.	TSP	–	
6.	TSP	–	
7.	TSP	–	
8.	TSP	–	
9.	TSP	–	
10.	TSP	–	
11.	TSP	–	
12.	TSP	–	
13.	TSP	–	
14.	TSP	–	
15.	TSP	–	
16.	TSP	–	
17.	TSP	–	
18.	TSP	–	
19.	TSP	–	
20.	TSP	–	

3. POINT OF CONTACT

a. TITLE OR NAME

b. TELEPHONE NUMBER *(Area Code / Number / Extension)*

c. MAILING ADDRESS *(Street / City / State / ZIP Code)*

4. DATE DATA COMPILED *(MM / DD / YY)*

5. NUMBER OF ITEMS REPORTED

6. REMARKS *(Y or N)*

7. TYPED NAME OF POINT OF CONTACT OR COMPANY OFFICIAL

a. SIGNATURE

b. DATE

SEND COMPLETED FORM TO:

Manager, NCS
Attn: TSP Program Office
701 South Courthouse Road
Arlington, VA 22204-2198

INSTRUCTIONS FOR TSP SERVICE RECONCILIATION

Complete this form only if the TSP Program Office has requested TSP reconciliation information from your company.

If you are reconciling information on more than 20 TSP services (or 20 Prime Service Vendor Service ID's), attach additional TSP Service Reconciliation forms (SF 319) or sheets of paper the same size and format as the printed forms. Complete Items 3 through 7 on the first form only. List every Prime Service Vendor Service ID for which your company is providing priority restoration (i.e., TSP restoration priority of 1,2,3,4, or 5) as a prime contractor to a service user.

Item 1. Vendor Name. Enter full vendor name, exactly as previously submitted to the TSP Program Office by the company.

Item 2. TSP Service Information. For each TSP service which you are reconciling, provide:

b. TSP Authorization Code. The TSP Control ID (positions 1-9 of the TSP Authorization Code) is the only optional item on the form; the TSP Code (positions 11 and 12 of the TSP Authorization Code) is required.

c. Prime Service Vendor Service ID. Enter the Circuit/Service ID. DO NOT enter segment numbers.

Item 3. Point of Contact. The point of contact is the representative of the prime service vendor who will be called if there are any questions regarding information on this form. Use title, if available, otherwise use the person's name. Enter full business address and telephone number.

Item 4. Date Data Compiled. Enter the latest month/day/year when data was compiled.

Item 5. Number of Items Reported. Enter the total number of items (Circuit/Service ID's) including those reported on attached TSP Reconciliation Forms (SF 319) or sheets of paper.

Item 6. Remarks. If you have any other comments regarding the information provided, enter Y and provide remarks on a separate sheet of paper; otherwise, enter N.

Item 7. Signature. The point of contact or a company official must sign and date the form.

APPENDIX E

INTERNATIONAL EXTENSION OF THE TSP SYSTEM

INTERNATIONAL EXTENSION OF THE TSP SYSTEM

Telecommunication facilities used to provide international services between the U.S. and foreign countries are leased or owned by the U.S. international carrier and the respective foreign government or telecommunications company (collectively called their foreign correspondents). A U.S. international carrier's responsibility is for the satellite or undersea cable link from the end user in the U.S. to a hypothetical midpoint. The foreign correspondent's responsibility is for the satellite or undersea cable link from the hypothetical midpoint to the end user in the foreign country.

Although the foreign correspondent is responsible for its portion of the service, the U.S. international carrier may be contractually responsible for end-to-end technical sufficiency to satisfy U.S. telecommunication service requirements. To meet this obligation, the U.S. international carrier coordinates technical aspects of service provisioning or restoration with the foreign correspondent under existing interoperating arrangements.

It is desirable for priority treatment to be provided for all segments of an NSEP service. The FCC-authorized TSP System, however, applies only to telecommunication services within FCC jurisdiction. For international services, that jurisdiction extends to the U.S. portion of common carrier provided, international telecommunication services. The FCC-authorized TSP System does not extend to telecommunication services wholly within foreign countries, or to those portions of international telecommunication services provided by foreign correspondents. Accordingly, special arrangements are required if priorities similar to TSP System priorities are to be provided on the foreign portion of NSEP services.

In support of their NSEP service users, U.S. international carriers may seek priority provisioning or restoration of segments of NSEP services outside FCC jurisdiction in the following ways:

E.1 DIRECT NEGOTIATIONS WITH FOREIGN CORRESPONDENTS

For the international segments of NSEP services, U. S. international carriers may seek priority treatment similar to TSP System provisions through direct negotiations with their foreign correspondents. Such negotiations, while not under the jurisdiction of the FCC, may be undertaken at the request of a service user with an NSEP requirement. The service user must have a TSP Authorization Code for the U.S. portion of the service.

E.2 INTERNATIONAL TELECOMMUNICATION ORGANIZATIONS

International organizations exist that may support the efforts of U.S. international carriers in providing priority treatment.

E.2.1 International Restoration Working Groups

Several organizations have been established to coordinate restoral of service in their areas. In 1966, U.S. international carriers with major shares in transatlantic cables met with their foreign correspondents to formalize arrangements for utilizing spare capacity for restoration purposes. At this meeting, known as the Mutual Aid Committee (MAC), a permanent Mutual Aid Working Group (MAWG) was established, independent of other international telecommunication organizations, to coordinate such restoral in the North Atlantic. This group is comprised of representatives of U.S. international carriers and foreign correspondents serving the North Atlantic. Subsequent to the establishment of the MAWG, five similar working groups were established to coordinate restoral of service in their respective areas:

- Caribbean — Caribbean Restoration Working Group (CARIB-REST)
- Pacific — Pacific Indian Ocean Restoration Committee (PIRC)
- Mediterranean — Group de Travail de Retablissment de la Mediterranee (MED-RET)
- North Sea — North Sea Mutual Aid Working Group (MANS)
- European Continent — Group de Travail de Retablissment de la CEPT (CEPT-RET).

A Universal Restoration Manual (URM) was developed and published (October 1, 1979) by these groups. It establishes standard procedures, using cable and/or satellite facilities, to restore interrupted international services. These procedures include special billing arrangements, a format for standard restoration plans, points-of-contact, exercise of restoration plans, and designation of restoration facilities. It should be noted that the URM does not apply to provisioning of services, and does not establish priority levels or categories designating the order in which restoration should occur. In addition, the URM is not presently recognized in U.S. law.

E.2.2 International Telecommunication Union (ITU)

The ITU is the specialized agency of the United Nations for international communications. It does not, however, have an element with responsibility for priority provisioning or restoration of vital communications.

E.3 U.S. GOVERNMENT

There are two general ways in which the Federal government can foster TSP-like provisions internationally: through bilateral arrangements and by multilateral arrangements. The TSP Program Office will, on a routine basis, provide international carriers updates on TSP-related bilateral and multilateral arrangements. Any international service carrier requiring this information should contact the TSP Program office.

E.3.1 Bilateral Arrangements - Reciprocity

The U. S. Government, through the Department of State, may negotiate to offer reciprocal priority treatment for critical telecommunication services of foreign governments provided or terminating in the U.S. if foreign governments afford similar treatment to U.S. NSEP telecommunication services.

E.3.2 Multilateral Arrangements

The U.S. Government may negotiate arrangements with (or within) international organizations. For example, the U.S. Government, a member of the North American Treaty Organization (NATO), is seeking to establish provisions similar to the TSP System through two branches of NATO: the Allied Long Lines Agency (ALLA) and the Civil Communications Planning Committee (CCPC). The Defense Communications Agency, through its European Area Office, provides U.S. representation to the ALLA. The National Communications System provides U.S. representation to the CCPC.

APPENDIX F

TRANSITION FROM THE RESTORATION PRIORITY SYSTEM TO THE TSP SYSTEM

TRANSITION FROM THE RESTORATION PRIORITY SYSTEM TO THE TSP SYSTEM

The FCC has established the IOC date to be September 10, 1990. At the IOC date, the Manager, NCS, will cease making RP assignments and the TSP Program Office will begin to make TSP assignments. At IOC, service vendors are expected to be prepared to accept and process not only new TSP assignments but also orders changing existing RP assignments to TSP assignments.

The FCC's Report and Order also calls for a 30 month transition period, from the existing Restoration Priority (RP) System to the new TSP System beginning at IOC. Both systems will be in effect during the transition period, and service vendors will be required to continue to honor existing RP assignments while also accepting and honoring new TSP assignments. During the transition period, service users will identify, evaluate, and resubmit eligible RP circuits to the TSP Program Office for a TSP assignment. After receiving the TSP assignment, the service user will convey it to the service vendor on a transition/change order. As with any new TSP assignment, the service vendor will confirm the service order to the TSP Program Office. (See section 6.0, Confirmation and Verification of TSP Service Information.) At the end of the transition period, the RP assignments will be revoked.

This appendix provides guidelines to service vendors regarding such issues as the relationship of existing RP assignments and new TSP restoration priority assignments; how to respond to user-initiated changes to RP circuits after the IOC date; and service orders with RP assignments entered before IOC but with requested service due dates occurring after IOC.

F.1 Relationship of Existing RP Circuits and New TSP Services

During the transition period, existing RP assignments will remain in effect, and service vendors are required to honor them. Service vendors will also be receiving requests for new TSP services with restoration priority assignments. When service vendors recognize that a service with either a TSP or RP assignment is out of service, or unusable, or they receive a trouble report, they will immediately take action to restore the service as quickly as practical.

Service vendors will take similar action to restore TSP services and RP circuits within the same priority level. For example, TSP services assigned restoration priority 1 and RP services assigned 1A - 1G will be restored before TSP services assigned a restoration priority of 2 and RP services assigned 2A - 2G. If there is a shortage of resources to respond equally to all TSP services and RP circuits at a given priority level, service vendors will use their best judgment to determine the sequence of restoration within a priority level. (See section 5.0, Restoration of TSP Services.)

The FCC's TSP System rules require service vendors to dispatch outside normal business hours if necessary to restore TSP services assigned a restoration priority of 1, 2, or 3. Service

vendors are required to dispatch outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away. The RP system does not have similar provisions; therefore, service vendors are expected to continue to honor existing arrangements for RP circuits.

F.2 New RP Requests After TSP System Implementation

Service vendors will not accept orders for new RP circuits after the IOC date. Service vendors will not accept NSEP invocations for provisioning of new services without a TSP Authorization Code after the IOC date. (See section 4.0, Provisioning of TSP Services.)

F.3 Changes to Existing RP Circuits After TSP System Implementation

Service vendors will not accept orders for changes to existing RP circuits after TSP System implementation without a TSP Authorization Code or a definitive statement to remove the RP assignment in the "remarks" section of the order . Service users will not use the designation "00" to remove an RP assignment. Service users will be advised in the TSP Service User Manual (National Communications System Manual 3-1-1) that if a change to an RP circuit is required during the transition period, the user must first obtain a TSP Authorization Code and provide it to the service vendor on the change order.

F.4 RP Circuits Requested Before IOC With Due Dates Occurring After IOC

Following IOC, service vendors are not authorized to accept any new RP assignments. Therefore, if a service vendor receives a request for an RP circuit before IOC but the due date falls after IOC, the service vendor is not authorized to apply priority restoration to the service. The service vendor should advise the service user/contracting activity during due date negotiations that, in order to receive priority restoration after IOC, the service user will need to obtain and submit a TSP Authorization Code.

The same conditions apply to RP circuit orders with due dates very close to the IOC date. If a minor delay causes the installation to occur after IOC, the service vendor is not authorized to establish an RP assignment on the circuit. Service vendors may advise service users/contracting activities of the potential for wasted effort when submitting RP circuit orders close to IOC: that is, service users/ contracting activities who submit a service order with an RP assignment shortly before IOC will then need to request a TSP assignment from the TSP Program Office and resubmit a service order with a TSP Authorization Code if they want priority treatment after IOC.

In the event NSEP treatment has been invoked and priority provisioning is in process at IOC, service vendors will continue the provisioning. However, any RP assignment attached to the service will not be carried forward.

The Manager, NCS, will process any requests for RP assignments received shortly before IOC, but will also send a message to the service user/contracting activity that the RP will only be valid if installation takes place before IOC. The Manager, NCS will also request that contracting activities not accept an RP order if the due date will be after IOC.

F.5 Transition of RP Assignments to TSP Assignments

Throughout the 30 month transition period between IOC and the revocation of the RP system, service users will submit "transition/change" orders to service vendors to change existing RP circuit assignments to TSP assignments. At the end of transition, service vendors may ignore any RP assignments remaining in their records, or they may remove the RP assignments from their records. Additionally, service vendors may choose to notify service users of RP circuits that have not been transitioned to the TSP System.

The TSP Program Office will work individually with the Federal agencies to develop resubmission schedules based on each agency's estimate of the level of effort required to transition their RP circuits.

RECORD OF CHANGES

Changes to NCS Handbook 3-1-2 will be issued with consecutive change numbers, either by printed changes or errata sheets. Holders will record entry data in the following changes record.

CHANGE NUMBER	DATE OF CHANGES	DATE ENTERED	ENTERED BY	REMARKS IF REQUIRED
Change No. 1	10/27/93	10/27/93	B. Farrell	Appendix B B-1 thru B-4
Change No. 1	10/27/93	10/27/93	B. Farrell	Appendix D Forms
Change No. 2	11/13/96	11/13/96	A. Abrahamson	Appendix D Forms